INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT1 | EC[redacted] | ***Open Date*** | 04/06/2013 | ***Built D te*** | 0 /11/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/23/2013 | ***Mileage*** | 1,081 | ***Dealer Zone*** | 70 | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

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|---|---|---|---|---|---|
| ***Dealer*** | 59577 | LARSON DODGE | | | |
| ***Dealer Address*** | 300 RIVER ROAD | | | | |
| ***Dealer City*** | PUYALLUP | ***Dealer State*** | WA | ***Dealer Zip*** | 98371 |

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|---|---|---|---|---|---|
| ***Owner*** | [redacted] | | | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | [redacted] | | ***Home Phone*** | |
| | SEATTLE WA[redacted] | | | ***Country*** | UNITED STATES |

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|---|---|
| Product - Electrical - uConnect Cellular System - Other - Default | some settings not working on system |

******UConnect Contact*****
Type of media center in the vehicle: 8.4 An
Cell phone or iPod provider: Verizon
Cell Phone or iPod make and model: Samsung
Cell Phone version: Galaxy S 3
When the phone was last updated by the provider: auto updates
All cell phone numbers involved [redacted]
Has the vehicle been to a Chrysler dealer for this concern No
If so the dealer code of this dealer
****UConnect Case Management Escalation****
Customer advised a call back is required and will take place within one 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: n/a
Briefly summarize why the customer is contacting Chrysler: Customer states that some features of his 8.4 AN system are not working properly. Customer states that for two safety features, Forward Collision Warning and Forward Collision Active Braking, he cannot successfully select them. He selects them and then they unselect a couple of seconds later. Additionally, the text message to voice feature worked the first day but under the phone settings, text is now greyed out and cannot be selected.
Briefly summarize what the customer is expecting: Customer seek resoluton on these features. Writer contacted Uconnect helpdesk but they were not available. Writer reassigned CAIR to 86U.
CM attempted to contact the customer but received his voicemail. CM left a message with the direct number and ext 4718355.
Customer called in wishing to speak with who he was promised a call back from. Agent advised customer that their CM Justin tried reaching them earlier today and has left a message regarding their number and extension. Customer thanked agent for this information and advised agent

they will check their messages.
Caller requested to speak with the casemanager, agent transferred to 4718355 as per request.
CM attempted to contact the customer at [redacted] but received his voicemail. CM left a message with the direct number and ext 4718355.
Customer states his number is [redacted] is the correct number.
Agent transferred caller to ext 4718355 to leave a message for his case manager
CM attempted to contact the customer at [redacted] but received his voicemail. CM left a message with the direct number and ext 4718355.
CM attempted to contact the customer for the 2nd time at [redacted] but received his voicemail. CM left a message with the direct number and ext 4718355.
CM attempted to contact the customer for the 3rd attempt but reached his voice mail. Agent left a message for the customer to contact the CM at 877-855-8400 ext 4718355.
CM sending case to TL for survey by-pass do to no contact made by customer.
By-Pass Added
Customer called back to speak with JD1303, with customer permission agent transferred customer to JD1303 voicemail.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Response
CM attempted to contact the customer at [redacted] but received his voicemail. CM left a message with the direct number and ext 4718355.
Jeep Customer Care agent Bryce trying to transfer Customer to CM JD1303 at extension 4718355, reached Writer by mistake. Writer advised caller that CM JD1303 is not a member of our department; caller will try again.
Per Answer ID 19128, zone 86U is for the Chatham Uconnect Team.
Customer called back for JD1303. Customer will be contacted right as soon phone call ended.
CM attempted to contact the customer five times but reached his voice mail every time. CM left a message for the customer stating if we do not speak by 4:30pm EST a fellow CM would attempt to contact him to try and resolve his case.
Agent transferred the caller to BL746 extension 4718031 for further assistance.
CONTACT UPDATE - CM spoke to the customer as the current CM on the case was unavailable.
CM advised the customer that the reason why he is not able to fully use the text messaging feature is because the phone is not fully compatible with the system.
Customer understands and also would like an answer on the other two concerns as well.
CM advised that in order to address thoughs concerns, the case needs to be forwarded off to another case management department for further investigation and that a contact will be provided to him by COB tomorrow.
Customer thanked the CM for the assistance and has no further questions or concerns at this time.
******Case Manager Team - District O******
Vehicle history: Information unavailable
OOW: In warranty
Service contract: No
Writer called dealer 59577 at 253-845-1725. Spoke with SM assistant Terry. Customer had vehicle to dealer 4/15/13 for this issue. STAR case has been opened. Terry says to call him back Friday.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Customer unavailable. Left a message. Provided contact info. Will follow up tomorrow.
**********
Customer (Alby) called requesting a callback at [redacted] regarding the case for [redacted]
Customer (Alby S/M from dealership) called requesting a callback at [redacted] regarding case for Travis Sines. Alby states that there are no flash updates for the vehicle.
Writer called dealer 59577 at 253-845-1725. SM unavailable. Spoke with

Alby in service. Dealer contacting customer to bring vehicle back in so they can get more information from the vehicle to send to STAR.
Writer called customer at [redacted]. Customer unavailable. Left a message that dealer needed vehicle brought back in to gather information from Uconnect system. Contact info provided. Will follow up tomorrow.
Writer called customer at [redacted]. Customer unavailable. Left a message inquiring as to if customer has taken vehicle back to dealer. Contact info provided.
Writer called dealer 59577 at 253-845-1725. SM Larry unavailable. Left a message inquiring as to if customer had brought vehicle to dealer so they could obtain information needed. Contact info provided.
Customer left message for writer that dealer was taking over and that writer didn t need to contact him anymore.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

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|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJT9 | EC[redacted] | **Open Date** | 04/08/2013 | **Built Date** | 03/09/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 03/10/2013 | **Mileage** | 250 | **Dealer Zone** | 42 | DETROIT | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

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|---|---|---|---|---|---|
| **Dealer** | 66262 | SUBURBAN CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 24315 HAGGERTY | | | | |
| **Dealer City** | NOVI | **Dealer State** | MI | **Dealer Zip** | 48375 |

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|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | TROY MI [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - uConnect Cellular System - Complete Failure - Default | Electricla issues with uconnect |
| Corporate - Survey By-Pass - Duplicate CAIR - Default - Default | pls see 23389883 |

Briefly summarize why the customer is contacting Chrysler: The customer had called in and stated he had purchased his vehicle in Mar. 2013. The customer states he has had electrical issues with his uconnect 8.4AN since he had purchased it. The customer stated his dealership 66262 had star looking into it and they have no solution. The customer stated that the dealership had been really good with him they gave him another vehicle the same as his original vehicle. The customer states it too is having the very same electrical issues. The same uconnect is in this vehicle. The customer is very concerned because it is affecting other systems in his vehicle such as the collision warning; it turns itself off and on. The customer really likes the vehicle, he wants it repaired in a timely manner. His second choice would be to get out of that vehicle.
Briefly summarize what the customer is expecting: To have his vehicle repaired.
Agent advised the customer this would be sent to a CM for further assistance and he would receive a call back within 24 hours.
Customer was advised that due to the nature of their contact a call back is required and will take place within one 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: declined
Who has possession of the vehicle? customer
Has the vehicle been diagnosed by a CDJ dealer? yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 66262
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District VÙ * * * * * *
in warrenty
currently only vehicle in household

original owner
no service contract
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Not able to leave message.
Writer contacted dealership at 248-476-7900. SM Shawn stated he is very familiar with customer. SM stated that customer had another 2014 vehicle same model and radio model and issue happened. Dealership swapped vehicle out with another and next day customer stated they are still having issue. SM had tech advisor on site for two days and it was determined that a software update is needed for radio. At this time vehicle is driveable and SM let customer know on 4/8/13 that they are currently waiting to get the software update once that is available they will reach out to customer to have software update applied.
2nd attempt to reach customer at [redacted]. Writer given message the customers mailbox is full. Unable to leave message.
3rd attempt to reach customer at 2[redacted] Writer still recieves message that customer mailbox is full. Writer attempted to reach customer at 2nd contact number of [redacted] Writer left message for customer.
Writer recieved a call from customer. Customer states he has had issues with 2 vehicles now same model with uconnect system in vehicle. Customer states uconnect will turn off features in vehicle such as the forward collision detector and the parking sensor. Customer states loves the vehicle itself he would just like these issues resolved. Writer informed customer he spoken with dealership and our higher level techs are currently working on a software update to resolve issues customer is having with vehicle. Writer informed customer at this point we have gotten everybody involved that can help and are currently at a standstill until the software update is released. Writer informed customer that his case would be closed at this point. Customer understood.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer calling into to express his frustration with his ongoing issues with his vehicle system needing updates. Agent was going to research customer information to better serve him and customer disconnected the call.
Customer called and stated that the case manager NH217 is supposed to call him back because he is very upset that he is having issues with his new 2014 vehicle. Caller stated that Chrysler replaced the vehicle and this vehicle has the same issue and he seen on line that other 2014 Jeep owners are having the same issues. Customer wants to speak with the case manager. Agent transferred the customer to extension 66113 but the line was busy. Agent transferred the customer to case management line. [redacted] called requesting to speak to CM NH217. Writer warm transferred customer to CM CW509 for further handling.
Writer spoke to customer and gave the same information showing on the STAR case and what the CM has told the customer. They are working on a software update to resolve the issue. Writer stated that his case has been reopened and sent to his CM NH217 for follow up. Said at this time they will update the dealers with the software update and it would be advised to stay in touch with them. Customer states they traded him out of this vehicle because of the same issue on his previous. Writer apologized but again his case manager will call. Customer suggested he may request a buyback and writer stated to discuss with him.
Writer recieved call from SM Shawn. Writer informed SM that customer had contacted as he is still waiting for the software update for Radio. SM informed writer that he had spoken with customer on 4/19/13 and informed him that the dealership was still waiting for the software update. SM stated he has not spoke with customer since.
Writer contacted customer. Writer informed customer that he would be ending case over to department that would be able to update customer once the software update has come out on vehicle. Customer became very upset and stated that he can t even drive the vehicle. Writer informed customer that after speaking with the dealership the vehicle is considered drivable and customer would just need to be patient and the radio update is being worked on. Customer stated the vehicle is not drivable because his parking sensors and forward collision sensors turn themselves on and off. Writer informed customer the vehicle is considered drivable and case

would be sent over to proper department that will update customer as soon as new information is available.
****** Following Corporate Resource has been contacted ******
TAPS
on 2013-04-29 @ 07:39
'Per STAR case [redacted], is there any new information on when an available repair will become available?'
Waiting for an update from TAPS.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] 1 FOR INFORMATION
Per STAR case [redacted] 'Concern was forward to engineering. No ETA for resolution at this time. Zone Tech Advisor is now involved with vehicle/case.'
Status update provided via email to the following email address:
[redacted]
I wanted to touch base with you regarding the software update needed for the radio unit in your 2014 JEEP GRAND CHEROKEE. I m still waiting for further information from our Engineering department, and will continue to update you via email. I m sorry for how long this process is taking, but as soon as more information becomes available, I will be back in touch.
Thank you for your patience and for being part of JEEP!
Carmen
Case #[redacted]
End of Status Update
No new information regarding STAR case [redacted] since 5/1/2013.
No new information regarding STAR case [redacted] 5/1/2013.
No new information regarding STAR case [redacted] since 5/1/2013.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ8 | EC[redacted] | ***Open Date*** | 04/17/2013 | ***Built Date*** | 04/03/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/15/2013 | ***Mileage*** | 15 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

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|---|---|---|---|---|---|
| ***Dealer*** | 05002 | FRANK C VIDEON INC | | | |
| ***Dealer Address*** | 4949 WEST CHESTER PIKE | | | | |
| ***Dealer City*** | NEWTOWN SQUARE | ***Dealer State*** | PA | ***Dealer Zip*** | 9073 |

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|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | WEST CHESTER PA [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Body / Trim / Paint Finish - Paint Finish - Other - Hood | Gouge - at delivery |
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | reimburse for customer pay tow |

****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
CM has been working with the customer to track the vehicle production (CMC US Brands). Customer called after picking up the vehicle stating there is a gouge in the paint on the passenger side near the wipers. Customer is requesting a new hood, not a repair. Customer also stated the CEL came on the first day and he spent an hour and 1/2 in service for diagnosis - knock sensor.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 05002
CM contacted Kevin in sales who confirmed the customer declined dealer prep on the vehicle and photos have been taken. Kevin transferred the call to Steve, owner of Videon #05002 who states the customer declined dealer prep. Steve states he would like to replace the hood, CM recommended DP contact AM for approval if that s what he would like to do for the customer. DP stated he does not believe an oil change package is going to satisfy the customer s request for compensation.
Email to BK43 and JAL.
CM left voicemail for DP Steve requesting confirmation DI claim has been submitted.
Email from customer requesting update on decision and requesting

additional compensation for his inconvenience.
Email to customer confirming DI claim has been submitted and CM is working with DP and supervisor on a decision to repair or replace the hood. CM stated technically, Chrysler s responsibility is to repair the vehicle to the terms of the warranty but once a decision is made on the hood, CM will research whether additional compensation is possible.
CM reviewed with BK43.
CM spoke with DP Steve Videon - he is still waiting for a decision on how to proceed. CM agreed to follow up when a decision has been reached.
Customer emailed CM asking for confirmation that his vehicle is the first 2014 Grand Cherokee SRT produced in Deep Cherry Red.
Email to JAL.
CM spoke with customer and stated the hood will be replaced. CM will contact the dealer to make the arrangements. CM also stated she will provide POC24N toward satisfaction. CM reminded the customer we need to get the Track Experience scheduled also. CM will follow up with the customer via e-mail next week on the part status.
CM attempted to contact DP Steve to discuss replacing the hood. The phones at the dealership are out of order and are being forwarded to a sales person s cell phone - CM agreed to call back on Monday, 4/22.
Reviewed CAIR - Approving replacement of hood.
CM left voicemail for Steve, DP regarding hood replacement, requesting a call back.
CM followed up with DP Steve who stated BSM Rick will handle from here. DP will have BSM contact CM to confirm part has been ordered.
BSM Rick left voicemail requesting a return call.
CM returned the call to BSM and confirmed the hood is to be replaced, not repaired. CM asked BSM to contact her if the part needs to be expedited.
BSM Rick called stating the new hood arrived. CM stated the customer is out of town this week, but she can e-mail him. CM will contact the customer and ask him to contact her when he returns so an appointment for the repair can be scheduled. DP Steve has approved a loaner vehicle for the customer during the repair.
Email to customer: Hi [redacted], I hope you enjoy your trip to California. Your new hood had arrived at Videon today. Let me know when you get back in town and I ll schedule an appointment to have it replaced. We have a loaner vehicle lined up for you while the vehicle is being repaired.
Let me know if you have any questions. Thanks for driving SRT!
Customer via email - Customer is out of town this week and will contact CM to schedule an appointment when he returns next week.
Email from customer stating vehicle was in an accident this weekend and needs additional body work. Customer requesting assistance in obtaining parts and to have the new hood moved to the body shop currently doing the insurance repair so the paints will all match.
CM attempted to contact the dealership - the phones appear to be out of order.
CM left voicemail for BSM Rick requesting a call back.
BSM Rick returned the call stating he is happy to drop the hood off at the IRF:
Cavallo Auto Body
18 South Newtown St. Rd.
Newtown Square, PA 19073
610-353-3300
Contact is Stephen Mugler
BSM also stated hood has not been paid for by Chrysler yet and wants to know how to write the claim. CM agreed to research and follow up.
CM reviewed with BK43 and will request photos of the vehicle to confirm the hood wasn t damaged in the accident.
CM emailed customer and requested photos.
TA JGM4 called asking CM to contact SM John at Videon to confirm DM notes for goodwill hood.
****** Below Customer Contacted for Documentation Request ******
bb1001@chrysler.com on 2013-04-29 @ 12:01
Customer called to discuss photos, attached.
CM attempted to reach Rick in the body shop, the phones appear to be out

of order.
***** Customer Document Received *****
CM left voicemail for BSM Rick requesting a call back.
CM contacted customer who states he wants the body shop to paint the hood. Customer states he would like Videon to pay the body shop what warranty would pay and the customer will pay the difference. CM agreed to speak with DP and BSM tomorrow and then follow up with the customer.
Customer Document Reviewed.
BSM Rick called stating he spoke with the customer and reviewed the photos and he s still willing to send the hood to the IRF body shop for painting. CM stated she can t approve paying the IRF as a sublet but will put notes in the system for the new hood. BSM stated he will speak with SM John and follow up with CM.
SM John called stating he is working up the estimate for the hood, paint and labor. CM stated she will put them in DM notes as soon as SM provides. Dealer will sublet hood to IRF for painting. SM asked CM to confirm IRF will return original hood to dealer.
CM left a message for the customer requesting a call back.
CM contacted customer and relayed the information on lines 109-112. Customer states he doesn t have the part list from the sublet yet. Customer also requested an SRT hitch cover - from specifying via email: The p/n for the SRT embossed hitch bezel 68157472AA. CM stated she will research via the dealer.
BSM Rick called and provided warranty costs and stated the dealer will deliver the hood and emblem to the body shop and also pick up the original hood. BSM is also researching hitch cover bezel.
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $824.11
Labor = $378.35
Paint = $152.46
Total = $1354.92
Co-pay = $0
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##########
BSM Rick called back stating the tow hitch bezel is $172 customer pay and available for order. CM agreed to provide information to the customer.
Email to customer.
Customer sent several emails to CM over the weekend indicating there is an electrical problem with the vehicle and it needed to be towed to Videon.
CM contacted SA Matt at Videon 8:31 a.m. - due to system issues, CAIR was not updated immediately. SA agreed to call CM once vehicle is diagnosed.
CM called customer who states he was in the left lane on the freeway at 70 MPH when the vehicle shut down - no steering, no ABS, no power. Customer states he was in front of a semi and lucky to get to the right shoulder without an accident. Customer called his own tow company and had the vehicle towed to Videon. Customer is requesting reimbursement of $120 for the tow cost and states the vehicle needs to be at the body shop for repair on 5/8. CM confirmed Videon is an SRT dealer and to keep in contact regarding diagnosis. Customer stated several times he wants the

vehicle replaced. CM stated at this time we re unsure if the issue could be related to the accident the customer had and urged him to wait for diagnosis.
Customer calls to speak with their Case Manager.
Transferred the customer to BB1001 at ext 4720258
SA Bob called stating the stored code for the CEL was due to high idle - which is not accurate. SA states STAR has been contacted and they re waiting for a response. CM stated customer has asked for a replacement vehicle. CM asked SA to let SM know and discuss with DP Steve so they are up to date. SA agreed.
Email to customer.
SA Bob called stating STAR recommends replacing the PCV value and if the codes don t clear, the PCM.
Email to BK43 and LD464
Email from customer asking CM to confirm the part arrived.
CM spoke with SA Bob who confirmed the part arrived and technician is preparing to install now. SA also stated TA JM is in today and will be inspecting the vehicle.
TA JM called stating he is taking the vehicle for a test drive now. He s reviewed the stored codes and doesn t see one that would indicate all the electronics shutting down. TA stated if the condition doesn t repeat, a data recorder may be installed to store future data.
****** Below Customer Contacted for Documentation Request ******
bb1001@chrysler.com on 2013-05-07 @ 16:08
***** Customer Document Received *****
TA JM left voicemail stating vehicle is operating normally at this time, the codes had been erased by the technician before TA arrived. TA recommends installing flight recorder after body work is complete. TA s contact number 215-514-6987.
Email from customer asking if trailer hitch cover has been approved for goodwill and also stating vehicle is at the body shop for repair.
Reviewed with TL LD464 - trailer hitch cover approved as goodwill for customer satisfaction - $172.
CM spoke with BSM Rick who agreed to order the trailer hitch cover and deliver to the body shop doing the insurance work - hopefully when he delivers the new hood. Email to customer with this information.
Reimbursement:
Customer pay towing, receipt attached:
Reimbursement: $119
Check issued.
Email to customer confirming reimbursement was issued.
Customer Document Reviewed.
Vehicle is at body shop for accident repair.
Email from customer requesting part status for body shop repair.
Customer also states insurance adjuster said the lens for the adaptive cruise control unit will be coming off a 2013 - customer asked CM to confirm all parts will be for 2014.
CM spoke with PA Charlie who states he doesn t show the order from Cavallo in the system for this vehicle. PA also checked under the customer s name. CM left voicemail for BSM Rick to see if he had any information, requesting a call back.
BSM Rick returned the call stating Cavallo, the body shop has not placed a parts order. The Jeep emblem, hood and trailer hitch cover are waiting at Videon for Cavallo to call and say they re ready for them to be delivered. Rick also states the lens cover will be a 2014 because the order will be placed by VIN.
CM attempted to contact the customer but he is out of the office today.
CM left voicemail for customer on [redacted].
CM left voicemail for customer on [redacted]
Email to customer with information from 213-217.
Customer returned the call stating Cavallo didn t place the parts order through Videon - 'they have a guy' they use. The customer asked the CM to contact the IRF to request they use the dealer, CM stated she isn t authorized to do that, that would be the customer s or insurance adjuster s responsibility. Customer stated he understands and asked CM to contact Videon to deliver the hood, emblem and hitch at their

convenience, the body shop is expecting them. CM agreed.
Email to BSM Rick with information from lines 226-228.
CM spoke with BSM Rick who states the parts will be delivered to Cavallo today. The hood has been inspected and is defect free.
Customer calls wanting to find out how to sign up another person on his track experience - Writer calls track experience line and patches customer through to speak with Kim @ track experience.
CM contacted PM Phil on 5/14 to order parts list from IRF, but narrative didn t post:
Hood Grille 68090698AB
Bumper Bracket 68144218AC
Fog Bezel / Surround 68214327AA
Fender Flare Clips (4)
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING
on 2013-05-15 @ 10:54
Email to IRF and customer regarding part status stating everything shipped today except the Fog Bezel, which CM expedited.
POC24N submitted.
Email from customer asking for assistance in obtaining confirmation from Track Experience for the guest he added.
CM left voicemail for Track Experience requesting a call back for customer confirmation.
Customer requested a call from CM via email.
CM contacted customer who states he s all set up for Track Experience. The lens cover for the adaptive cruise control isn t needed. Customer states he would like a job with SRT.
****** START OF SUPPORT ESCALATION by T3755BF******
68214327AA - Order upgraded to Special Handling per CAIR policy. Stock in transit to Mopar from supplier. Current ETA is 5/22-5/24/13.
****** END OF SUPPORT ESCALATION ****** by T3755BF
Email to customer regarding part status.
CM spoke with PA Charlie who stated everything came in except the Fog Lamp Bezel. The other parts will be delivered to IRF today and bezel will be sent with it arrives ETA line 257.
Customer sent e-mail stating IRF broke the grill while removing it. IRF will contact Videon to order the new part.
CM attempted to contact dealer regarding part status - the line was busy.
CM attempted to contact dealer - the line is busy.
CM attempted to contact dealer - the line is busy.
CM contacted PA Charlie who states the Fog Lamp Bezel has not arrived but has been released for shipment from another dealer.
Email to IRF and customer regarding parts status.
Email from customer stating repairs should be complete 5/31 by IRF. Case remaining open to confirm stalling issue is resolved - vehicle went from dealer to IRF without allowing customer to drive to confirm satisfaction with repairs.
Customer called stating IRF needs two more parts to complete repair - chrome bezel for driver s side brake duct and lower black grill for bumper. CM agreed to contact Videon and get the parts ordered and sent to Cavallo.
CM contacted PA Charlie who agreed to order the parts and make sure they get shipped to Cavallo upon arrival. CM stated she will call later to get the shipping ETA.
CM contacted PA who states both parts should arrive tomorrow.
Email to customer with part status.
Writer received call from Level One stating she has dealer on the line looking to speak with BB1001, transferred to ext. 4720258
Briefly summarize why the customer is contacting Chrysler: Joe from dealer calling in to speak to BB1001.
Briefly summarize what the customer is expecting: Customer is expecting to speak to BB1001.
Agent got Joe transferred over to BB1001.
TA JM called to see if customer s stalling concern is resolved. CM explained the vehicle is still at the body shop for repair. While on the phone, CM received an e-mail from IRF body shop asking for assistance in

replacing the emissions label for the hood - the original tore. CM asked TA as there is no information in Answer Connect. TA states label can only be replaced through BC if it was not provided at delivery or is in correct. Label can t be replaced due to an accident - TA states label services no purpose and shouldn t need to be replaced.
CM left a message for Steve at Cavallo s requesting a call back regarding the emission label.
Steve, Cavallo s returned the call, CM explained the information on lines 291-298. Steve stated not transferring the label is a clear sign of repair and they are sticklers for detail. Steve thanked CM for all her assistance and stated he will find another avenue for the label. Steve also stated the vehicle will be ready for pick up 6/3.
Email to customer requesting follow up on the vehicle performance once he s driving it again.
Email from customer stating the he has the vehicle back and is satisfied with the insurance repair. Customer is leaving on vacation and will contact CM if he has any problems related to the stalling concern above.
CLOSED LOOP UPDATE - no need for additional follow-up.
BSM Rick called requesting a status update on the customer. CM explained that the vehicle is repaired and the customer is satisfied. BSM requested an e-mail outlining how the parts should be billed.
There are notes in the system under CAIR [redacted] authorizing the hood and hitch cover as customer service goodwill.
Here s a list of the parts I ordered on behalf of Cavallo s and had dropped off to them for the accident repair:
Hood Grille 68090698AB
Bumper Bracket 68144218AC
Fog Bezel/Surround 68214327AA
Fender Flare Clips (4)
I also contacted Charlie in Parts and asked him to order and deliver to Cavallo s a chrome bezel for the driver s side brake duct and the lower black grill for the bumper. I don t have part numbers for these.
Everything that was ordered and delivered to Cavallo s should be billed to them as they are covered under the insurance claim.
If you have any questions or need anything else from me, please don t hesitate to call.
Thanks for all of your help with this customer, it s been a pleasure working with you and the rest of the folks at your dealership, you made my job much easier!
SM John called and asked CM to speak with the warranty biller because the claim was rejected. Biller was using PA and needs to be RA.
Doris, Biller called requesting CM speak with Tammy at the warranty hotline regarding warranty claim - 586-497-0901.
CM spoke with Tammy at the warranty hotline 586-497-0901 - CM referred Tammy to the DM notes and line 50 of the narrative regarding approval to replace the hood on the vehicle. Tammy stated she will review with her supervisor.
CM called Doris and confirmed she spoke with Tammy and hopefully the billing issue is resolved.
CM spoke with PM Charlie who states warranty is requesting the original trailer hitch bezel returned. CM explained that there wasn t a trailer hitch bezel on the vehicle at the time of purchase and CAC provided it to the customer toward customer satisfaction - lines 191-194. CM agreed to enter in DM notes.
As a one-time goodwill gesture, Chrysler will be approving purchasing the customer a trailer hitch bezel.
Parts = $172
Labor = $$$$Ù
Total = $$$$Ù
Co-pay = 0

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJT7 | EC[redacted] | **Open Date** | 04/17/2013 | **Built Date** | 03/22/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 04/15/2013 | **Mileage** | 0 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PFS | CASHMERE PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 44812 | SMITH HAVEN CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 794 JERICHO TURNPIKE | | | | |
| **Dealer City** | ST JAMES | **Dealer State** | NY | **Dealer Zip** | 11780 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | LITTLE FALLS NY [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | Customer had questions regardin Adaptive Cruise Control settings |
| Product - Frame - Trailer Hitch - Other - Default | Customer had questions regarding towing capacity |
| Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete | |
| Corporate - Outbound - Survey Follow-Up - CPS - Default | |

CPS Survey Record Received Date: 04/17/2013
Survey Number : EC14804001
Quality Survey ID Number: [redacted]
Survey Date : 04/16/2013
VIN Number : 1C4RJFJT7EC[redacted]
Mapping Class :
Event Type : Vehicle sale
CPS Score : 10
Customer would like to be contacted on Uconnect
* * * * * CASE MANAGER TEAM - District T * * * * * *
***SURVEY SUMMARY***
Customer has concerns regarding Uconnect
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. A voicemail message was left for the customer. Follow-up on 4/19/13.
MISS [redacted] called to speak with their Case Manager. Transferred the customer to R895 at ext 66211
The writer received a call from the customer. The customer wants to know what the maximum capacity for towing for her vehicle is and how does it work with the transmission cooling. Does she need to hit a tow button?
The customer would also like to know if the Adaptive Cruise Control is always on as safety feature. Do research and follow-up with the customer on 4/19/13.
The vehicle has a towing capacity of 7,400-pounds when properly equipped.
Maximum payload is 1130 lbs.

The ACC is available when activated, however the customer does have Forward Collision Warning that will warn the customer with an audible warning and automatically engages the brakes if a collision is imminent.
The writer contacted the customer at [redacted]. The writer was advised that the customer is not available. A message was left. Follow-up on 4/22/13.
The writer contacted the customer at [redacted]. A message was left for the customer. Follow-up on 4/23/13.
The writer contacted the customer at [redacted]. A message was left for the customer.
The writer contacted the customer at [redacted]. The phone rang without being answered.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT7 | EC[redacted] | ***Open Date*** | 04/26/2013 | ***Built Date*** | 03/11/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***n Service Dt*** | 04/11/2013 | ***Mileage*** | 650 | ***Dealer Zone*** | 42 | DETROIT | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 45178 | JIM RIEHL'S FRIENDLY CHRYSLER | | | |
| ***Dealer Address*** | 1515 S. LAPEER ROAD | | | | |
| ***Dealer City*** | LAPEER | ***Dealer State*** | MI | ***Dealer Zip*** | 48446 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | SAINT CLAIR SHOR MI [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | cruise control and adative cruise control does not work. |
| Corporate - Dealer Information - Default - Default - Default | intermittent problem with cruise and adaptive no codes |

Briefly summarize why the customer is contacting Chrysler: Customer called in and stated that his cruise control does not work in the vehicle. Customer states the cruise control , adaptive cruise control, and Forward crash warning does work. Customer has had the vehicle to the dealership twice. The customer has been back a couple of times and whenever he arrive at the dealership it works fine. Customer states that this is an intermittent problem. Customer states that he is not happy with the the fact that he paid so much for the vehicle and it does not work properly. Customer states the dealership is great he is just frustrated with the fact that they do not know whats wrong or how to fix the problem. Customer states the codes must be stored in the system somewhere.
Customer has been a loyal chrysler customer and has owned 11 vehicle previously.
Agent informed customer that she could place the information on file at this time. Agent informed customer that he could call in anytime to add to the file.
Briefly summarize what the customer is expecting: Customer states that the cruise control does not work and he is getting frustrated

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG7 | EC[redacted] | ***Open Date*** | 04/30/2013 | ***Built Date*** | 04/07/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/25/2013 | ***Mileage*** | 300 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 68568 | S & L MOTORS | | | |
| ***Dealer Address*** | 2298 HIGHWAY 32 | | | | |
| ***Dealer City*** | PULASKI | ***Dealer State*** | WI | ***Dealer Zip*** | 54162 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | NEW FRANKEN WI [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - uConnect Cellular System - Intermittent/Cuts In and Out - Default | The customer states he is having some issues with the Uconnect system |
| Corporate - Hard Copy Manual Order - Default - Default - Default | The customer would like to order the printed manuals |

An order for printed owner materials has been placed with our fulfillment house
The following items have been selected:
Uconnect 8.4A/8.4AN Owner s Ma
Owner s Manual
Warranty
Briefly summarize why the customer is contacting Chrysler: The customer states when he dose the remote start with the Uconnect or the key fob it turns off the climate control. The customer states on page 216 in the manual it talks about changing the forward collision warning options. The customer states collision forward option button turns on and off by itself. The customer states the Auto Entry/Exit Suspension feature dose not show up on the suspension menu of the vehicle. The customer is looking for information about updates hoping this will fix the issues he is having.
Briefly summarize what the customer is expecting: The customer is looking for assistance with the Uconnnect features he is having trouble with.
The writer advised him to contact his local dealership and have them look at the vehicle to see if they are able to correct the issue he is having with the vehicle. The writer offered to transfer the customer to the dealership. The customer will call his self.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEJT7 | EC[redacted] | ***Open Date*** | 05/07/2013 | ***Built Date*** | 02/15/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 03/12/2013 | ***Mileage*** | 23,500 | ***Dealer Zone*** | 63 | DALLAS | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 45056 | HELFMAN DODGE INC | | | |
| ***Dealer Address*** | 7720 KATY FREEWAY | | | | |
| ***Dealer City*** | HOUSTON | ***Dealer State*** | TX | ***Dealer Zip*** | 7024 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | ELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | HOUSTON TX [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Navigation System - Unknown - Default | collision avoidence sysem, navagation, touch screen, bloothtooth |
| Product - Electrical - Cruise Control - Defective - Default | when active, sometimes the brakes slam on the freeway, |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |
| Corporate - Survey By-Pass - No Response - Default - Default | |

CQI Survey Record Received - DATE : 05/07/2013
Survey Number : 1418772
Quality Survey ID Number [redacted]
Survey Date : 04/22/2013
VIN Last 8 : EC[redacted]
CQI Comments : [redacted] Any time.
* * * * * CASE MANAGER TEAM - District U * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message.
Customer called back and left a voice mail. Called customer back and left a voice mail.
Customer called and left a VM requesting that writer call him at his work phone number, [redacted]. Writer called the customer back and inquired about the concerns with the navigation system, the touch screen, the Bluetooth, and the collision avoidance system.
Customer stated that it wasn t a big problem and with so many systems working together sometimes there are problems. Writer advised the customer to take the vehicle into the dealer. Customer stated that the dealer may not be able to correct the problems. Writer advised that this was a brand new vehicle and it may be something as simple as an update or getting something reprogrammed. Customer then advised that there was a cruise control and when it was set higher than the vehicle in front of him was going it slowed down; however, sometimes it would go crazy and

then brakes would jam on the freeway. Writer advised that this problem could be serious and Customer really should get the vehicle to the dealer. Customer stated that he has an appointment with the dealer two weeks from Friday, 5/24/13, and he could turn the collision avoidance system off until that time. Advised customer that writer would do a follow-up the Monday after, 5/27/13, to make sure all went well with the dealer. Customer advised that the current miles were between 23,000 and 24,000. Writer will change on Hpims.
Writer advised customer that a follow-up would be made on 5/27/13. As this is a holiday, follow-up will be made on 5/28/13.
Writer called customer at [redacted]. The customer took his vehicle to the dealer on Friday 5/24/13. The salesman that sold the vehicle to the customer is now working in a different department after-market parts- and the customer states he needs to reprogram.
Customer said that he had no problems since the writer and he last spoke. The customer still has his collision avoidance system turned off and the radio system freezes when he presses the radio station bandit locks up when he tries to change the radio station. The customer took a video of this problem. The customer travels frequently and he has every other Friday off. The vehicle will be taken back to the dealer June 6/21/13 for repairs and to get side bars put on the jeep. Writer advised the customer that the case would be closed for now but that a follow-up would be done on Monday 6/24/13 to make sure the repairs had been done to his satisfaction,. The writer also advised that as this was a brand new vehicle, all repairs should still be under warranty. Writer gave the customer the Jeep customer care number and the writer s number and direct extension.
The case will remain open until after the repairs are completed.
Called customer at [redacted] and he advised that he hadn t had a chance to take the vehicle back to the dealer. Writer advised that the case would be closed but if he needed our assistance in the future to call the Jeep customer care number that had been provided and we would open a new case.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEJT7 | EC[redacted] | ***Open Date*** | 05/08/2013 | ***Built Date*** | 02/15/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 03/12/2013 | ***Mileage*** | 0 | ***Dealer Zone*** | 63 | DALLAS | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 45056 | HELFMAN DODGE INC | | | |
| ***Dealer Address*** | 7720 KATY FREEWAY | | | | |
| ***Dealer City*** | HOUSTON | ***Dealer State*** | TX | ***Dealer Zip*** | 7024 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | ELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | HOUSTON TX[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Brakes - Unknown - Other - Unknown | Collision avoidance system brakes suddenly at times. |
| Product - Electrical - Navigation System - Intermittent/Cuts In and Out - Default | Navigation system freezes or reboots and has wrong location. |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |

CQI Survey Record Received - DATE : 05/08/2013
Survey Number : 1418772
Quality Survey ID Number [redacted]
Survey Date : 04/22/2013
VIN Last 8 : EC[redacted]
CQI Comments : [redacted] Any time.
* * * * * CASE MANAGER TEAM - District U Ù * * * * * *
Survey Comments: Collision avoidance system brakes suddenly at times during approach to other cars. Navigation has wrong location. Navigation system freezes or reboots. Phone loses connection or won t connect.
****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
CONTACT UPDATE - 1st Contact attempt [redacted] Writer left message with contact information.
Writer contacted customer[redacted]. Customer stated that he had nothing to add. Writer informed customer that survey will be closed. Customer agreed.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT3[redacted] | | ***Open Date*** | 05/14/2013 | ***Built Date*** | 0 /04/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/20/2013 | ***Mileage*** | 9,100 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 66272 | NAPLETON'S NORTHWESTERN CHRYSLER | | JEEP DODGE | |
| ***Dealer Address*** | 6116 N WESTERN AVE | | | | |
| ***Dealer City*** | CHICAGO | | ***Dealer State*** | IL | ***D aler Zip*** 60659 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | LAKE VILLA IL [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | forward collision warning |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | radio is cutting out |
| Referral - Escalation - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that she is having two unresolved issues with his vehicle. Customer states that his radio is cutting out intermittently. Customer also states that his forward collision warning is not working. Customer states that his vehicle was in the dealership for 5 days and the dealership was unable to fix the issue. Customer is seeking assistance from Chrysler with this unresolved issue.
Briefly summarize what the customer is expecting: Customer seeking assistance with unresolved issue.
Agent contacted the dealership and was unable to speak with anyone is service. Agent reviewed the STAR case and advised the customer we would escalate his concern for further assistance.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is Declined
Preferred Afternoon/Evening call back number is [redacted] cell
Customer email address for case updates: Declined
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? 66272
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District P* * * * * *
Writer contacted Dealer Service Manager Chris. Writer stated that star has enter in notes for assistance on vehicle. SM stated that they have yet to test what star has entered. SM stated that they are really busy now and will not been about to tryout the solution entered by star in star notes. SM stated will tryout resolution offered by star no later than Thursday. Writer set back call back date for Thursday, 5/16/2013.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]

Writer contacted customer. Writer informed customer that case is being reviewed. Customer stated vehicle was taken in 5/6/2013 and returned 5/10/2013. Customer stated that repairs were not made and that vehicle was returned in same condition. Writer advised that case has been escalated for higher assistance. Customer stated that vehicle is in his possession. Writer stated call back date for tomorrow 5/15/2013.
Writer contacted NAPLETON S NORTHWESTERN CHRYSLER 773-334-3400. Left message for Service Manager Doug.
Writer contacted customer MR [redacted]. Writer spoke to customer and advised trying to get a hold of the Service Manager to get his vehicle back for a diagnosis again. Writer apologized to the customer for his frustration having his vehicle gone for 5 days and not have the problem resolved. Writer advised customer the dealer will be working with Chrysler engineers to get his problems resolved. Writer will follow up 05/16/2013.
***Next step: Contact Service Manager Doug find out when the customer can bring the vehicle in to be diagnosis again. Then call customer have him set an appointment with the dealer.
DEALERSHIP: Writer contacted the SM Doug at 66272. SM stated that the STAR case is suggesting riding in a like vehicle and letting them know what is going on. SM stated that he will ride in a 2014 and requested a call back in the late morning or afternoon after he has had the opportunity. SM stated that the concerns are for a new feature and there are no diagnostic tools for the concern at this time. Writer informed the SM that the case will be sent over as an unresolved concern.
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is radio is cutting out, forward collision warning light is not working
Action requested: Get back in contact with STAR and if necessary contact the TA.
Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 51 66272 05/16/13 18:22 O [redacted]
CUSTOMER: Writer contacted the customer at [redacted] Writer informed the customer that the SM is currently working with our technical assistance team to figure out what to do with the vehicle. Customer stated that he has gone in for two issues and neither have been resolved. Customer stated that he is getting the same information as he did from yesterday. Writer informed the customer that the SM had requested a call back by the afternoon. Writer informed the customer that a call back will be made after speaking with the dealership about the technical assistance team.
Customer called wanting an update on his account and was upset because he has not received a callback.
Customer wants a call back as soon as possible.
Briefly summarize why the customer is contacting Chrysler: Customer states he would like to speak with Lisa. Agent advised the customer she was empowered to assist him, however customer stated he did not want to talk to another agent, he wanted to speak with Lisa who was his case manager. Agent called CM Lisa who stated this was not her case and did not know why this customer has not received his call back. Lisa offered to have the customer transferred over to her so that she could inform him his Case Manager would be contacting him soon. Agent transferred the customer through to CM Lisa who took over the call.
Briefly summarize what the customer is expecting: Customer is expecting to speak with CM Lisa about his case.
CUSTOMER: Customer called in. Customer stated that he is upset with his CM due to not being contacted. Customer stated that he was not contacted as promised. Customer stated that nothing is getting done. Customer stated that the dealership will not provide information this late. Customer stated that he wants a supervisor that will address his concerns.

**********SUPERVISOR CALL**********
Writer took call from customer MR [redacted]. Customer stated the vehicle was at the dealer beginning on 5/6/2013 and customer picked the vehicle on 5/10/2013. Writer inquired if when the stereo stops working is it the FM, AM or both. Customer stated it is AM, FM and Sirius. Writer inquired what happens when the forward collision warning system does not work properly. Customer stated the system is supposed to slow the vehicle down when getting too close to the vehicle in front of customer. Customer stated the system does nothing. Writer explained that writer will forward customers case to executive team for further assistance. Customer inquired about lemon law, but is willing to give executive team a chance. Status update provided via email to the following email address:
[redacted]
My name is Kala and I have been assigned as your new case manager. Here is some information that you may find helpful:
The Chrysler Case Management telephone number is 1-800-763-8422.
My direct extension is 66177.
My work hours are 9:30 a.m. 6:00 p.m. MST, Monday Friday.
End of Status Update
Writer contacted customer, [redacted]. Writer informed customer that writer was assigned as new case manager and sent writers information to email address. Writer confirmed email address is current and correct and informed customer that he may use a link within that email for email communication. Customer states that he contacted the dealer 05-01-13 about both concerns. 05-06-13 he took in vehicle for diagnosis but after 5 days he picked up the vehicle because nothing was done. That s why he contacted Customer Care. Customer inquired if the executive team is a real thing. Writer informed customer that this would be a reference to the STAR engineers. Writer informed customer that writer is thorough but has not had time to review case as this is the end of writers shift and just wanted to inform him of assignment of the case with new Case Manager as well as that writer was informed that customer needed to take vehicle back for diagnosis of the radio as there is no documentation that the radio concern was addressed. Customer stated that he had to go and requested contact 05-20-13. Writer informed customer that writer will contact him in the afternoon to give writer time to contact dealer for more information. Customer was upset that he had contact with so many case managers. Writer apologized. At the end of the call customer seemed satisfied with reassignment of case.
REASSIGNED TO BC/DLR 51 66272 05/17/13 20:20 O [redacted]
Writer will change case to reflect writer as CAIR Manager, research case, contact dealer, then contact customer in the afternoon.
Customer contacted writer reminding writer that writer is to contact him today.
Customer contacted writer asking what writer needs to do. Writer informed customer that writer will review the notes on the case and research if there are similar cases. Writer informed customer that writer needs time to research and that writer will contact him at approximately 6:30, CT.
Ownership:
Owned- New: 1 Used: 0
Service Contract: None
OOW?: 35 Months or 34,255 Miles remaining on Basic.
Sales Codes: LSRP Forward Collision Warning Plus, RA4S Uconnect 8.4AN AM/FM/BT/Access/NAV.
Techconnect:
*Search words forward collision > 8B - Chime/Buzzer/Driver Assist Operation (FORWARD COLLISION WARNING PLUS) - Operation.
However, conventional diagnostic methods will not prove conclusive in the diagnosis of the FCW+ system or the electronic controls and communication between modules and other devices that are provided some features of the FCW+ system. The most reliable, efficient and accurate means to diagnose the system or the electronic controls and communication related to the FCW+ system operation requires the use of a diagnostic scan tool. Refer to the appropriate diagnostic information.
The minimum speed for FCW+ activation is 5 mph (10 km/h).
Writer contacted dealer 66272, Service Manager (SM) cell phone ending in

2616. Sarah states that she is no longer the SM.
Writer contacted dealer 66272. [redacted] states that the SM is either Doug or Chris. Writer left voicemail for Doug requesting call back.
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is radio is cutting out intermittently and collision warning is not working.
Action requested: Complete Vehicle Not Repaired Check Sheet found within DealerCONNECT, Continue with STAR case, Review the following path in Techconnect Search words forward collision > 8B - Chime/Buzzer/Driver Assist Operation (FORWARD COLLISION WARNING PLUS) - Operation.
Please update this CAIR with resolution.
##################################
The dealer is unable to duplicate and/or diagnose the customer s concern. The dealer was asked to contact STAR using the Vehicle Not Repaired Check Sheet found in DealerCONNECT under Service - Repair Information - Other - Vehicle Not Repaired Check Sheet.
REASSIGNED TO BC/DLR 51 66272 05/20/13 19:40 O [redacted]
Writer contacted customer, [redacted] Writer left voicemail informing customer that
What speeds have you noticed the concern? Does not cycle on. Customer states that there is no visual or audio warning, no automatic breaking.
What distances? Closest at 5 feet at 15-25 MPH
In all weather conditions? Does not work in any weather condition.
Customer is the only one that drives the vehicle. Customer states that he had Doug at the dealership test drive it and the concern was duplicated at that time. This was the week before 05-06-13.
Customer states that on Uconnect there is two settings for far and near. Neither work.
Customer does not generally drive on gravel roads.
Customer states that that he will need a rental/loaner if they keep his vehicle.
Customer states that the dealership told him that Chrysler told him that Case Managers can not communicate through calls. Writer informed customer that we can communicate through email or phone.
Customer states that writer can set up an appointment for Tuesday, Wednesday, or Thursday at 8:00 am CT.
SM Chris from dealer left voicemail requesting call back.
SM Chris contacted writer. SM Chris states that there are no codes and that the system does turn on but is not as sensitive as similar models. Someone from Techline contacted the dealer and gave directions which were completed. The person was supposed to call back but did not. SM Chris states that they need to get more information in order to proceed. Writer informed SM Chris that writer will research options. SM Chris states that the radio was working correctly but would be willing to do test drive with customer starting between 9-11 am, CT to address the radio concern. Writer informed SM Chris that writer will seek a timeframe for the Collision system concern and if it looks to be a long process writer will have dealer address the radio concern this week. Writer requested SM Chris fill out Vehicle Not Repaired Check Sheet..
The dealer is unable to duplicate and/or diagnose the customer s concern. The dealer was asked to contact STAR using the Vehicle Not Repaired Check Sheet found in DealerCONNECT under Service - Repair Information - Other - Vehicle Not Repaired Check Sheet.
BRUCE SEARS called to speak to CM KM887 but discovered KM887 is out of the office today. Customer was expecting a call back yesterday from KM887 with an update after KM887 spoke with dealership, but was not contacted. Writer warm transferred customer to CM LV162.
CUSTOMER: Customer called in. Writer informed the customer that it appears that the dealership is willing to do a test drive with the customer. Writer informed the customer that contact with the dealership had occurred on 5/21. Writer informed the customer that the case has been sent up to the Executive team. Customer stated that he was supposed to

receive a call on 5/23 and didn t receive one. Customer stated that he should have been told that the dealership wanted to do a test drive with the customer. Customer stated that somebody needs to get his concerns taken care of. Customer stated that he feels like he is getting spun around with the different case managers that he has been speaking with. Writer informed the customer that his request for a call back will be notated for his CM.
Agent contacted dealer, spoke with SM Chris who advised that owner needs to leave vehicle for a time that dealer can test vehcle with a comparable vehicle to determine the sensitivity of the forward collision warning, and media center intermittent source change (could not duplicate). Agent will authorize rental for 7 days in the hope that dealer can diagnose vehicle. Agent invited owner to return to dealer for rental and diagnosis.
GWA-7 days per warranty guidelines.
Owner wanted to bring vehicle to dealer tomorrow morning, spoke with SM Chris. Chris would rather owner bring vehicle next week on Monday 6/3/13 so dealer can have five straight days working on vehicle. Owner informed.
Customer left voicemail stating writer was to call him on 05-23-13 and writer can contact him upon writers return.
Customer request contact from CM. Case transferred 05-22-13. Customer has not heard from 82. Please contact customer.
Customer left 2nd voicemail requesting call back.
AGENT JDS111 SPOKE WITH OWNER ON 5/28/13; OWNER HAS AGENTS DIRECT LINE. AGENT SPOKE WITH OWNER WHO ADVISED THAT HE DID INFACT HAVE AGENTS LINE, THAT THE VOICEMAIL LEFT BY OWNER WAS LEFT ON 5/23/13; AGENT KM887 DID NOT READ NARRATIVE STATING THAT OWNER HAD ALREADY SPOKE WITH JDS111 ON 5/28/13. OWNER STATED THAT KM887 WAS ON VACATION AND MUST HAVE BEEN AWAY FROM HER PHONE. OWNER IS SET UP FOR APPT ON 6/3/13.
Agent spoke with SM Chris who confirmed order for media center replacement and an email went out to STAR regarding the forward collision system; no fault codes, but calibration is off.
Per STAR: David, I believe there is not a set distance the vehicle needs to be from an oncoming vehicle or from lane changes as there are several items the system uses to determine weather or not there is a need to activate any audible or visual warnings. The system can be affected by the HFM/system. If you read all of the description it states, 'Forward Collision Warning options and Active Braking settings can be changed. When the vehicle is equipped with a Uconnect 8.4/8.4A system screen, the Safety and Driving Assistance soft key needs to be selected to access the options menu. When the vehicle is equipped with the Uconnect 5.0 system, pressing the + MORE hard-key located on the lower right side of the Uconnect system will bring you to the Settings soft key.' This means that if it is shut off then it will not function. You should diagnose the radio problem you have first and if you have any questions contact the audio group(8A). Keep us posted. Thanks Joe
Agent contacted dealer, spoke with SM Chris who advised that media center is on backorder and they have to wait for its arrival before they can address the forward collision system, controlled by the telematics system of the media center. Owner will have to return loaner as this was just to diagnose vehicle. His vehicle is driveable, and safe. Main concern was static on radio. CCAC will not extend rental for media center issues.
Part# Z8190240AF
order E0605A- special handling
dealer code: 66272
Star released part
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING
on 2013-06-07 @ 14:50
Agent spoke with owner and advised that parts are being expedited.
****** START OF SUPPORT ESCALATION by T8430MH******
Z8190240AF - Per SSD supplier ETA is week of 6/10
****** END OF SUPPORT ESCALATION ****** by T8430MH
Per SSD supplier ETA is week of 6/10; agent informed owner of ETA
Agent contacted dealer, spoke with SM Chris who confirmed delivery of part today. Owner is scheduled for tomorrow.

Order E0605A for dealer: 66272 for part: Z8190240AF has been resolved
Agent contacted dealer, spoke with SM Chris who confirmed repair of vehicle. Test driving now. Owner to pick up vehicle soon. Owner knows to call agent with any further questions or concerns.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
Agent contacted owner who still believes that media center changes sources on its own and that the forward collision system does not work.
Agent contacted dealer, spoke with SM Chris, who will order another media center and contact owner when it arrives. Agent will not offer courtesy rental for a media center issue. If owner want a rental, dealer will have to provide.
Briefly summarize why the customer is contacting Chrysler: Customer called as he was trying to fill out the survey that was sent to his email regarding his recent Jeep purchase. Customer stated that he had gotten to a certain point in the survey and then it stopped and stated that survey was completed or expired. Customer at this point called Customer Care Assistance as directed by email. One of the questions were would you recommend Jeep to your friends. Customer answered to a 5 on the scale, as customer has been very disappointed by the quality of his purchase. As stated in CAIR customer has been having ongoing issues with the electrical. Customer enquired about a trading the vehicle in for a new Jeep or a buy back if issue does not soon get resolved. Customer would like a call back from JDS111 in regards to what direction Chrysler/Jeep will be taking now with the vehicle.
Briefly summarize what the customer is expecting: Customer would like to know what is now being done to solve the issue with the vehicle and when is someone calling him back with direction.
OWNER SHOULD BE CALLING JDS111 @586-274-8168, OWNER HAS BEEN GIVEN DIRECT LINE MANY TIMES. IF OWNER CALLS BACK, PLEASE REFER CUSTOMER TO JDS111. HE IS AWARE THAT A SECOND RADIO REPLACEMENT HAS BEEN AUTHORIZED AND AWAITING DELIVERY. IF HE WISHES TO BE TRADED OUT OF VEHICLE, HE WOULD HAVE TO CONTACT HIS DEALER FOR DETAILS.
Agent contacted dealer, left message with SM Chris. Agent requesting update on media center replacement and if owner had brought to the attn of the dealer, that he wished to be removed from vehicle.
Agent contacted owner to dicuss his callback. He was unable to complete an online survey. Owner spoke with SM Chris this morning, owner will be placed in another rental this week to install second media center.
Email from SM to DM: Hi Jen,
I have a customer [redacted] with a 2014 Jeep Grand Cherokee 1C4RJFCT3EC1[redacted] with an radio issue,
The radio is the new 8.4 and keeps switching from FM to mode while driving and we already replaced it once and had contacted Star Hotline about this issue and no one has any idea what the cause is. I am trying to secure Mr Sears with one of our vehicles so I can take and other look at it. This issue is so random and when I last had it in it was working for 3 days straight, then when he picked it up it acted up. Any suggestions? Should try to get a hold of Ed Szymanski?
Chris Cantu
Napelton s Northwestern Chrysler Jeep Dodge Ram
Dealer # 66272
773-334-3400
Agent contacted DM; left message with direct line
Agent heard from DM who has declined to replace owners vehicle. DM believes the dealer has a fix.
Agent contacted dealer, left message with SM Chris. Agent emailed DM: Hi Jennifer.
Thanks for the call back on this case. I called the dealer and SM Chris is off today. I understand you are declining buyback, so would you mind updating the CAIR ([redacted]? My supervisor will want to see that per our new processes here, that I have utilized all avenues in trying to resolve. What do you think the next step is here? The owner is adamant that if the media center does not work, he no longer wanted the vehicle. I am not sure what he is telling the dealer , but he was very clear to me that he paid 51,000 for this vehicle and wanted to be removed from it if

we couldn t fix the media center.
Thanks,
Jonathan D. Sanders
DM advised agent that dealer tech advisor was involved and suggests to replace the USB port. Tech advisor may be sent out to dealer next week. DM to update file as well.
Agent placed a call into the dealers service dept, spoke with Chris who has ordered a USB module (per Tech rep) and are awaiting its arrival. Rental will be provided by dealer.
6/25/13 TA spoke with SM Chris and advised him to order a new USB port for veh. Chris will install when part comes in and will then QC repair...ASM updating CAIR...jkc7
Agent contacted owner and advised of current status of case.
Agetn spoke with SM Chris who advised that USB module has not arrived as of yet today. Owner continues to drive vehicle.
Agent spoke with SM Chris who advised that USB module has still not arrived; agent then spoke with owner who has been kept up to date.
Agent spoke with SM Chris who advised PM has been working with Parts Specifying but media center and harness still has not arrived. It s has been almost three weeks. Agent was placed on hold for more than ten minutes. Agent was attemptingt o retrieve part number, order number and status. Agent ended call after 15 minutes.
Agent contacted dealer, spoke with SA Juliet, who advised that media center and harness arrived today and is awaiting owner to schedule an appt for install. Owner knows of the arrival and has agents direct line.
Case being closed. Awaiting owner to make appt. Owner knows to contact agent with any concerns.
Owner contacted agent after picking up vehicle (media center replaced). He stated that it does not switch sources on its own, but now it runs up and down the stations of AM, FM and Sirius by itself.
Agent contacted owner and he confirmed current issue with media center. Owner is on vacation till next week but plans on bring vehicle back to dealer then. This will be the fifth repair attempt. Owner is now hinting at being removed from the vehicle. Agent advised owner that I would contact DM for assistance.
Email to DM JKC7:
Hi Jennifer..
Mr[redacted] continues to have issues with his media center. The most recent replacement now surfs up and down the frequencies on AM, FM and Sirius. Its time to think of other avenues for this owner. We are on 5 repair attempts:
Two media centers, a USB module and a software update. I know you aren t the DM for dealer 66272 (Napleton s) I was wondering if you knew who was and point me to him/her to discuss our next step.
DM JKC7 contacted agent and is assigned to dealer and will handle case with SM Chris.
Agent contacted dealer, left message for SM Chris inquiring if DM JKC7 had contacted him to review case.
SM Chris indicated that he spoke with DM JKC7 and will meet with her next week and review possible buyback template. Owner is still on vacation until next week.
Agent contacted dealer, left message for SM Chris
Agent contacted dealer, left message for SM Chris
Agent contacted dealer, spoke with SM Chris, who hasnt heard from DM. He will email her today
Agent contacted dealer, spoke with SM Chris, who still has not heard from DM JKC7. Chris advised that he had spoken with owner this past Friday and confirmed that the media center is working fine now. However, the forward collision system still does not work. SM Chris has invited owner to return to dealer later this week. Loaner will be provided.
Agent contacted owner. He advised that he will take vehicle to dealer tomorrow for repair. Dealer will be providing rental. Owner said that he would follow up with agent after appt with outcome. Owner appreciated call.
Agent spoke with owner who just left dealer and advised that the Forward Collision Center still does not work. Dealer wrote on the repair order

that the systemn worked 2 out of 5 times. In addition, media center has been repaired 5 times and inrior headliner needs replacing. Gas filler door also needs replacing. Owner would like the vehicle reviewed for buyback and does not feel he should be responsible for any usage (mileage) fees, since all of these issues have been present since the date of purchase.
****** Following Corporate Resource has been contacted ******
TAPS
on 2013-08-09 @ 15:46
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Agent spoke with SAM143 who advised that he has left a message with SM Chris; he has not heard back. Agent contacted dealer, spoke with SM Chris. Agent recommended to Chris to contact SAM143 to review and possibly invite a Tech to dealer.
SAM143 advised agent that SM Chris has not yet reached out to him for further tech assistance. Agent contacted dealer, spoke with SM Chris and recommended calling SAM143. Chris plans on reaching SAM143 tomorrow. A sunshade has arrived for owners vehicle to repiar headliner issue. Owner has been informed. Vehicle will return to dealer this week for this repair.
SAM143 advised agent that SM Chris has not yet reached out to him for further tech assistance. Agent contacted dealer, spoke with SM Chris and recommended calling SAM143. Chris plans on reaching SAM143 tomorrow. A sunshade has arrived for owner s vehicle to repair headliner issue. Owner has been informed. Vehicle will return to dealer this week for this repair.
447-452 is duplicate narrative due to AW service error.
SAM143 advised agent that SM Chris has not yet reached out to him, still. Agent contacted SM Chris, again, and asked him to please contact SAM143 to resolve customers concerns, so that possible ISG buyback template may be introduced if vehicle cannot be fixed. Chris advised that he will contact SAM143 right now.
**********
According to publish STAR case report:
The forward facing radar using input from several other sensor to understand both driver intent and vehicle dynamics. These sensors included steering wheel angle, vehicle yaw rate, brake switch status, and throttle input. If the system determines the driver is actively driving and aware of the environmental conditions, it will suppress the warning assuming the driver is in control. Environmental factors also have impact on the function including snow, rain, fog, road condition and road slope.
According to findings, vehicle system is acting as designed. Agent contacted dealer, left message with SM.
These systems should never be tested by the customer or dealer on public roads with real vehicles as the target vehicles for the system to warn on. The system is intended to warn the driver of an impending collision and is purposely designed warn the driver when the situation is absolutely critical.
The Forward Collision Warning system receives multiple inputs from the vehicle to recognize if the driver is actively in control of the vehicle before providing a warning. A few examples of these driver related inputs are gas pedal input, steering wheel input and brake pedal input. If the system recognizes the driver is actively engaged than the warnings will be delayed until a more critical timing or cancelled.
Per Engineering:
It is not abnormal that we get contacted from individuals thinking that their FCW is not working. FCW is a warning that is provided when the vehicle is on the collision course with another vehicle. Every driver has a different opinion on the timing for these warnings to activate. A driver should not be receiving these warnings on a daily basis. If they do receive these warnings on a regular basis then the driver is either driving their vehicle very aggressively or unsafely.
BASED ON THIS INFORMATION, JMS201 DOES NOT FEEL THAT VEHICLE MEETS BUYBUCK CRITERIA. FCW IS FUNCTIONING NORMALLY. OWNER HAS BEEN INFORMED.

**********

Per SAM143:
Good Morning Jonathan,
The information provided by Doug was very clear on how the system works and that the system is designed to react to vehicles when the customer is not actively in control of the vehicle. The system is working as it is designed to when compared with the narrative provided by the customer and no repairs should be made. At this point we need to be sure the customer is completely informed of what his system is providing. I thank our engineering team for providing a clear understanding of the system behaviors and don t feel we need to request anymore assistance from them at this point.
Thanks,
Steve

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT7 | EC1[redacted] | ***Open Date*** | 05/19/2013 | ***Built Date*** | 05/06/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/10/2013 | ***Mileage*** | 350 | ***Dealer Zone*** | | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | AUSTIN TX [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Product Information - Default - Default - Default | Product questions |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Question about Quadra Lift Park Mode
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Hi, got my 2014 Jeep GC on Friday and I love it! One question tho: Is there a way to make the Quadra Lift automatically go into Park Mode when the car is put into park, or does it really have to be manually done very time? I didn t see a setting for it in the uConnect Settings screen, so I m guessing no, but it seems like it should be able to do that automatically, no?
***** END OF CUSTOMER EMAIL *****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
Regrettably the feature you are seeking is not available for the feature on your vehicle. We are sorry we cannot provide a more favorable reply in this matter and thank you for taking the time to contact us about this matter.
Thanks again for your email.
Sincerely,
Steve
Customer Service Representative
Jeep Customer Assistance Center
***** END OF CAC EMAIL RESPONSE *****
Ok, thanks. One other unrelated question for you:
I m a little unclear on what triggers the Frontal Collision Warning at low speeds. Yesterday I did have it go off on the highway when the traffic ahead of me was stopped, but it has never gone off at lower speeds even when I approach a stopped car rather quickly. I ve pushed it pretty far trying to see what will set it off, and so far nothing does.
I know in the uConnect settings you can set the Frontal Collision Warning to 'Near' or 'Far', but I assume that even if it s set to Far it ll still go off if it s a close situation, right? Just for grins I did set it to Near to see if that did anything different, but it didn t.
Thanks,
-Brian
***** END OF CUSTOMER EMAIL *****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I was able to locate the following information about the system. The

system is designed to aid the driver of the vehicle in avoiding collisions.
Available Forward Collision Warning System with Mitigation* uses forward-facing radar sensors and a special camera to detect when the vehicle may be approaching another vehicle too rapidly:
Alerts driver by sounding chime and displaying message in the instrument cluster
System can apply the brakes if a collision is imminent and the driver is not adequately responding to the situation
System is always active unless disabled by driver
Disclaimer: *FCW system is solely an alert system for the front of the vehicle which does not take any actions to change vehicle dynamics to avoid a collision, not a substitute for active driver involvement. The driver must remain aware of traffic conditions and be prepared to use brakes to avoid collisions.
The technology behind the scenes that powers the system we cannot disclose as it is considered to proprietary.
Thanks again for your email.
Sincerely,
Steve
Customer Service Representative
Jeep Customer Assistance Center
***** END OF CAC EMAIL RESPONSE *****

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFDJ3 | EC1[redacted] | **Open Date** | 05/20/2013 | **Built Date** | 03/09/2013 | |
| **Model Year** | 2014 | **Body** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 04/08/2013 | **Mileage** | 1,187 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| **Engine** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 68087 | VALENTI CHRYSLER DODGE JEEP | | | |
| **Dealer Address** | 72 JERRY BROWNE ROAD | | | | |
| **Dealer City** | MYSTIC | **Dealer State** | CT | **Dealer Zip** | 06355 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | WESTERLY RI[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - uConnect Cellular System - Phone pairing issues - iOS (iPhone) | Cannot text message |
| Product - Electrical - Navigation System - Unknown - Default | Maps are not up to date--invalid information provided |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | No Diagnosis. |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | Sirius and FM radio not working properly |
| Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default | Vehicle lurches forward when coming to a stop |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |

CQI Survey Record Received - DATE : 05/20/2013
Survey Number : 1513628
Quality Survey ID Number: [redacted]
Survey Date : 05/16/2013
VIN Last 8 : EC[redacted]
CQI Comments : 4012126954
Status update provided via email to the following email address:
[redacted],
My name is Josh and I m contacting you from the Jeep Uconnect Center here at Chrysler.
I m contacting you in reference to a case that was sent to me stating that you have some inquiries on the uconnect system.
If your would like to contact me back my number is 1-877-855-8400 ext. 4718031.
Thank you so much for your time.
End of Status Update
CONTACT UPDATE - contact attempt, number dialed [redacted], and was able to get a hold of the customer.
Cm advised the customer that the case has been sent to the CM to answer

any questions that he may have on the system.
Customer states that he doesn t have any questions but that he does have to go to the dealership to have an update done on the radio.
CM asked the customer if the customer wants the CM to book the appointment.
Customer states that he can make the appointment himself, however, he would like to keep the case open and have a follow up provided to him.
CM agreed to follow up with the customer in a week.
Customer thanked the CM for the assistance and has no further questions or concerns at this time.
CM will follow up with the customer on May 30th 2013 to see if the vehicle has been diagnosed.
Cm will follow up with the customer on May 30th as per lines 31-32.
**** Dealer Contact ****
Writer contacted Keith in service and was advised Star case opened did a software update and the customer states the text is still is not working and navigation is working however seems to be taking a different route then the customer would like. The STAR file is closed and the dealership states it s operating as designed.
CONTACT UPDATE - contact attempt, number dialed [redacted], and was able to reach the customer.
CM advised the customer that there has been information provided by the dealership in regards to the radio.
CM advised the customer that the navigation is working as designed in the vehicle.
Customer states that it is not, as he puts in the destination into the radio is it does not draw out the closest route.
CM advised the customer that the system will draw out the quickest route that it can detect, which is normal operation of the vehicle.
Customer states that his phone will also not send text messages through the system.
CM asked the customer as to what phone he is using on the system.
Customer states that it is a iPhone 5 with AT&T running iOS 6.1.4.
CM advised the customer that the software he is running on his phone is not on our compatibility listing and that the CM clicked on the software that is, which is iOS 6.0 and that the website states that voice texting and regular texting is not compatible on the system.
Customer then compared the Jeep to the BMW that he owns and states that he is not impressed at all.
Customer states that the Sirius radio is not working properly and that it will cut in and out on the radio.
CM asked the customer about weather conditions, roads etc.
Customer states that all signs prove that everything should be working.
CM offered to contact the dealership to schedule the appointment.
Customer states that he wants the CM to contact the service manager and have the manager provide the customer a call to schedule the appointment.
CM advised that, the CM will do so for the customer and then provide a follow up in a week in order to see if the vehicle has been diagnosed.
Customer understands and disconnected the call.
CONTACT UPDATE - contact attempt to the dealership, number dialed 860-536-2666, and was able to reach the service manager.
Cm advised Paul the service manager that the customer would like the manager to provide him a call to schedule an appointment for the Sirius radio in the vehicle as the radio is cutting in and out.
Paul took down the customer s phone number and that he will provide the customer with a call to schedule the appointment.
CM advised the manager that the CM will follow up with him and the customer in a week to see if the issue has been resolved.
CM will follow up with the customer on June 7th 2013 to see if the diagnoses has been completed on the vehicle.
CONTACT UPDATE - contact attempt, number dialed [redacted], and was able to get a hold of the customer.
CM asked the customer if he was able to bring the vehicle into the dealership for diagnoses on the radio.
Customer states that he was able to and that the deaelrship has ordered a new radio for the vehicle.

CM advised the customer that the CM will follow up with the dealership on Tuesday June 11th 2013 in order to see if the radio has been received. Customer understands and has no further questions or concerns at this time.
CONTACT UPDATE - contact attempt, number dialed [redacted] and was able to get a hold of the customer.
CM asked the customer if he was able to reach the dealership regarding the radio for the vehicle.
Customer states that they were suppose to call him today, but they have not.
CM offered to contact them for the customer.
CM spoke to Paul in parts and found out that the radio has not been received and that there is no ETA on the radio or information regarding the radio.
CM advised the customer of the information and advised the customer that the case will be forwarded off for a parts expiditing to obtain the radio sooner.
Customer thanked the CM for the assistance and has no further questions or concerns at this time.
Writer contacted 68087 and spoke with Paul in Parts.
Paul stated part information for order is as follows:
Part #: not available.
Part Description: Radio for vehicle.
Order #: Not available.
ETA: No ETA
Is customer in rental? No
If yes, who authorized rental?
Is the vehicle off road? No
Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the case.
Assigned case to 96W (Parts Only) or 88F for handling
Assigned case to 88F for handling part cannot be escalated
* * * * * CASE MANAGER TEAM - District N * * * * * *
Customer has owned 3 new 1 used.
Currently owns 1 new
Warranty 536
No service contracts.
Writer contacted Deaiership. SM Paul stated the radio was replaced 8/14/13. Part # Z8190240AF order # [redacted] And customer is waiting for repair to seat belt retractor passenger side to arrive,part# 1VL06DX9AD order# 3330. Customer will be contacted at that time for repair. SM stated mileage as 1187. Writer will up date mileage in coin.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Customer stated he is still having the same issues, and feels the system is out dated. Dealership stated customer needs to request that Chrysler pay for the Map Star up grade, as this is the reason customer waited to purchase the 2014. Writer stated we will do more research and contact customer with an up date 6/19/13.
Status update provided via email to the following email address: [redacted]
My name is Wanda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Case Number is [redacted] Chrysler Case Management telephone number: 800-763-8422
My work hours: 8am-4:30pm EDT Monday- Friday My direct extension: 66101
I will contact within 1 business day by telephone to review your case with you.
End of Status Update
Writer contacted customer. Mr. [redacted] stated he is requesting Chrysler to contact the navigation company and pay to have the system up graded in his vehicle at Chrysler expense. As the radio has been replaced and is steel having issues with the navigation. Customer also stated he purchased a new 2012 Chrysler product and it has no problems with the navigation or phone pairing. Customer stated the seat belt part will be at the dealership 6/20/13. Writer stated we will do more research about

customer request and do a follow up 6/21/13.
Writer contacted Dealership, spoke with Service Advisor (SA) Ted. SA stated the Service Manager (SM) is not in at this and requested writers contact numbers. Writer stated 800-763-8422 ext. 66101.
Service Manager(SM) Paul contacted Chrysler, left a message requesting a call back. Writer contacted SM Paul. SM stated customers issue with the navigation system is the software and phone pairing. Customer owns a I phone 5. Also the navigation is not taking the customer on the most direct route and is going to restaurants that have been closed for 3 or more years. SM states customer has the best system Chrysler makes. SM stated he is going to compare the system with another vehicle. Writer stated we will inform the customer of comparing.
writer contacted customer [redacted]. Left message stating case and contact numbers, requesting a call back.
Customer contact Chrysler requesting the phone or email to the mapping navigation supplier for Chrysler.
Information found: www.navigation.com,1-866-4NAVTEQ (866-462-8837)
Writer contacted customer left messagr stating case and contact numbers and line 169.
Writer contacted customer, left message stating case and contact numbers and line 169. Requesting a call back.
Customer advised he has 3 outstanding concerns going on and the CM WD151 is only discussing the part replacement
Part Replacement is as follows:
Seat Belt was defective and could not be opened.
Antenna in not working and needs replacement.
The Customer s 3 Outstanding Concerns are:
Voice Texting
Anti Collision System being deactivated when it is an option on the vehicle.
Navigation Concerns
Customer advised no longer wants to work with CM WD151 and wants CM MC1452 back on his case. Writer advised has already spoken to CM CB903 in regards to the request of taking over the case and has been advised that cannot occur.
CM NEEDS TO ADDRESS ALL 3 OF THE CUSTOMER S CONCERNS. CUSTOMER HAS ADVISED THE SM JOHN HAS NOT BEEN ABLE TO GET TO LINES 157-164. CUSTOMER ADVISED THAT EVEN WHEN THE SM GETS TO THESE CONCERNS, IT STILL DOES NOT ADDRESS THE CONCERN OF VOICE TEXTING. PLEASE ADDRESS THESE CONCERNS SO THAT THE CUSTOMER CAN BE HAPPY WITH THE CM.
Customer requested to speak to CM MC1452 s supervisor. While supervisor was pulling up the case, call was disconnected.
Writer contacted Dealership. Spoke with Service Manager (SM) Paul. SM stated customer did come to the dealership and it was confirmed that the talk to text does not work and the navigation system does not compare to customers older vehicle. SM states the radio has been replaced as advised by STAR. This did repair the issue with the screen going blank, but did not up date the navteq or the talk to text. SM states Chrysler is aware of the issues, and as of this time there is no repair or up date for this vehicle.
Writer contacted customer stating lines 195-202. Customer stated he is going to have to think about this as this is why he sold his 2012.
Customer states the technology is out dated and he will contact the SM and discuss this with him. Writer stated we will do a follow up 7/9/13.
Customer is considering selling the vehicle.
* * * * * CASE MANAGER TEAM - TOP CARE WEST * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] A voicemail message was left for the customer. Follow-up on 7/11/13.
Status update provided via email to the following email address:
[redacted]
My name is and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
The Chrysler Case Management telephone number is 800-763-8422.
My direct extension: 66211
My work hours are: 9:30am-6:00pm eastern time

Monday Friday.
I will contact you within one business day by telephone to review your case with you.
End of Status Update
Status update provided via email to the following email address:
[redacted]
My name is Christine and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
The Chrysler Case Management telephone number is 800-763-8422.
My direct extension: 66211
My work hours are: 9:30am-6:00pm eastern time
Monday Friday.
I will contact you within one business day by telephone to review your case with you.
End of Status Update
Writer contacted customer, customer states he wants the vehicle repaired and customer is busy now and writer will have to call him back, customer disconnected.
The writer received a call from the customer. He was advised the writer will be his new CM. He stated that the maps for his navigation are outdated, the radio loses signal, and the antennae is defective. He stated he was advised that the antennae is on national back order. He went on to say that he read in the literature he would be able to do text messaging, however he cannot. He stated he was advised by Uconnect that his phone is not compatible with the system. He stated that Apple told him it is compatible.The customer stated when he is driving and he comes to a stop sign or traffic light the transmission does not adapt to the stop and the vehicle jerks forward. He stated the dealership reset something and the problem was resolved temporarily and now has returned. He stated that he received a replacement radio that was used and he is still having the same problems. The writer stated the dealership will be contacted for more information. Additionally, he was advised we can use the resources available to us to resolve his concerns. The writer will contact the dealership for the part number and order number for the antennae so we can get parts expediting to assist in getting the part to the customer sooner. The customer was informed that Navteq will be contacted on his behalf to find out if there is any software that can be purchased to update his system. He would also like the writer to get more information about the radio to see if it was indeed a used radio and see if a new one can be installed. Follow-up on 7/12/13.
The writer contacted Navteq at 866-462-8837. The writer spoke to Jason who stated that the customer has the most current maps available. He went on to say that the customer can report the map errors to mapreporter.navteq.com. This will provide Navteq with the information they need in order to update the system. He stated there is no update at this time for the customer to purchase.
The writer contacted the dealership at 860-536-2666. A voicemail message was left for the SM Paul.
The writer contacted the customer at [redacted]. The customer was advised that errors for his navigation can be reported to mapreporter.navteq.com. He stated that he does not have time to do that. He was advised that we can see if the writer is able to report these errors on behalf of the customer. He went on to say that he does not have time to discuss the information and requested a return call on 7/11/13.
Status update provided via email to the following email address:
[redacted],
I would like to report the map errors you have experienced ono your behalf to Navteq. I am relying on the information you have provided to me during our phone calls. If you have any additional errors or information you would like me to add to your case, please let me know.
I will contact you by telephone on 7/12/13 to discuss your case.
End of Status Update
The writer contacted the dealership at 860-536-2666. A VM was left for the SM.
The writer contacted the customer at [redacted]. The customer stated

that the SM Paul is on vacation. He stated that he will contact the writer right back due to a bad connection.
The customer stated that the errors are so numerous that he would have to take a lot of time to report them all. He stated that he does not think that it is a software issue with his phone because the dealership tried an Android which should be compatible and it did not work either. Since he was advised by the dealership that the radio he received is used, he would like to know what was wrong with the used radio before it was refurbished. He was advised that we may not be able to provide him with this information, however his request will be documented. The customer would like the writer to contact Uconnect on his behalf. He would like the texting concern, antennae, transmission and navigation concerns resolved.
Follow-up on 7/15/13.
The writer contacted the dealership at 860-536-2666. The writer spoke to the SM Paul who stated that the biggest problem with the customer s navigation is when he goes to his own address. The navigation avoids the fastest route because it will not choose side streets. The route provided by the navigation puts 10 minutes on the drive time. He stated that antenna for the customer has arrived. He will contact the customer to advise him. The writer stated that according to the research it is the customer s AT&T software that is not compatible however his phone is. The SM Paul would like the website information emailed to him to paulp@bobvalentiautomall.com
The writer contacted the customer at [redacted]. A voicemail message was left for the customer. Follow-up on 7/16/13.
The writer contacted the customer at 4[redacted]. A voicemail message was left for the customer. Follow-up on 7/18/13.
Writer received a voicemail message from the customer.
The writer contacted the customer at [redacted]. A voicemail message was left for the customer. Follow-up on 7/22/13.
The writer received a return call from the customer. He was advised that at this time it has been determined that his phone is compatible with our system. The problem lies with the software used by his carrier AT&T.
The dealership tested an Android to see if it would allow voice texting and it did not. The writer is to verify if the Android uses AT&T to narrow down what is causing the concern. Follow-up on 7/23/13. Customer stated that he will have the repair on his antenna next week.
The writer contacted the dealership at 860-536-2666. A voicemail message was left for the SM Paul.
Status update provided via email to the following email address:
[redacted],
I have left a message for the Service Manager Paul about the Android service provider. I will contact you by telephone on 7/24/13 to discuss your case.
End of Status Update
The writer contacted the dealership at 860-536-2666. The writer spoke to the SM Paul who stated that the Android that was tested on the customer s vehicle is also with AT&T. AT&T software is not compatible with the system for voice texting. He stated the customer has not contacted him for an appointment. The writer contacted the customer at [redacted] A voicemail message was left for the customer. Follow-up on 7/29/13.
The writer contacted the dealership at 860-536-2666. A voicemail message was left for the SM Paul.
Status update provided via email to the following email address:
[redacted]
Please let me know if you have scheduled an appointment for repairs.
I will contact you by telephone on 7/31/13 to discuss your case.
End of Status Update
The writer received a return call from the SM stating that the customer was at the dealership today for repairs. He stated that the customer is getting better reception now that the antennae has been replaced. He stated that he updated the radio however he was not able to get his phone

to use voice texting with the system.
Begin Customer Message reviewed:
Hi Christine. I received service today regarding the antenna issue and the voice texting. Paul, the service manager, used his phone with verizon as the carrier. So the texting does not work with iphone or android, on ATT or Verizon. It is a feature I purchased from Jeep and Jeep will not deliver the product. It is obviously a jeep software issue. The antenna was replaced. The radio loses signal more and cuts out. There is still the outdated navigation software which is frustrating and unacceptable for a car of this price and stature. What do you propose?
End of Reviewed Customer message
The writer contacted the dealership at 860-536-2666. A message was left for the SM with SA Doug. Writer to discuss TSB 08-049-13 RA3 And RA4 Radio Enhancements.
The writer contacted the dealership at 860-536-2666. The SM stated he spoke tech advisor for assistance. He stated he is expecting a follow-up from the TA.
The writer contacted the customer at [redacted]. The customer stated he went into his Navigation system he stated that it gives him the message that the version is 2nd quarter of 2012. He stated there must be newer versions. He went on to say that his system does not have voice texting. He was advised that we have contacted our corporate resources for assistance. He stated it has been costly and time consuming to make multiple trips to the dealership. He was advised we will research what we are able to offer him to thank him for choosing Jeep. Follow-up on 8/2/13.
The customer s address was verified and updated.
Status update provided via email to the following email address:
[redacted]
M[redacted]
I am waiting for more information from our tech advisor on your concerns. You will be contacted by telephone on 8/6/13 to discuss your case.
End of Status Update
Writer contacted dealer 68087 at 860-536-2666. Writer left message for Service Manager Paul requesting callback in regards to customer s concern.
Writer contacted dealer 68087 at 860-536-2666. SM Paul informed TA is doing more research regarding the transmission issues. SM advised the issues with the talk to text cannot be resolved as there is not a way for dealer to update the software. SM stated the issue with the transmission will be researched and SM will contact writer with an update. Writer advised follow-up 08/08.
Writer contacted customer at [redacted] Writer left message and left customer with writer s phone number. Writer stated dealer researching the issues with the transmission. Writer stated follow-up 08/08.
Writer contacted dealer 68087 at 860-536-2666. SM Paul informed TA found some information regarding the radio issues that might help the customer s concerns. SM stated has not heard back from TA in regards to the transmission issues. SM stated customer has vehicle. SM advised once hears back from TA regarding the transmission, dealer will have customer take vehicle in for repairs.
Status update provided via email to the following email address:
[redacted]
We definitely appreciate your patience and understanding. We are working with the dealership and our resources, to find a resolution for your vehicle s issues. We will continue to do the best we can to keep you updated and resolve the concerns. We will contact you by phone no later than Monday, 08/12, to discuss the case further. Thank you for working with Jeep.
End of Status Update
Writer contacted dealer 68087 at 860-536-2666. SM Paul informed has not heard back from TA yet. SM stated TA advised would contact SM with information and SM has not received a call.
Writer sent email to AM MD19. Writer requested assistance to get information from TA.

Writer contacted customer at [redacted] Customer stated took vehicle into the dealership today because the clock on the navigation system froze. Customer requested compensation for gas on the vehicle because customer has had to take vehicle to dealership for so many concerns. Writer made no guarantees. Writer stated follow-up 08/15.
**** 8/12 AM received note from TT434 seeking info on owner complaint of Down Shift Quality & TA response. AM review = Shift quality for customers SRT8 is normal and characteristic for all SRT8s, it is following our design and programming for this vehicle / application. Owner should be informed by any corporate source that shift quality he is experiencing is Normal & by Design. Md19
*****
Per TA and AM, vehicle is running as designed.
Writer contacted customer at [redacted]. Writer informed customer of information per lines 423-425. Customer stated still having issues with the radio and antenna. Writer stated will be willing to work with dealer to get the issues resolved with radio. Writer informed no compensation is going to be given at this time, vehicle is working as designed. Customer hung up.
Status update provided via email to the following email address:
[redacted],
I understand from our previous conversation that you are currently having issues with the radio and antenna. We would be more than happy to assist you in getting those issues resolved. We would need you to take the vehicle to the dealership for a recent diagnosis for the concerns. We will contact you no later than Tuesday, 08/20 to discuss your case further. Thank you for working with Jeep.
End of Status Update
Writer contacted dealer 68087 at 860-536-2666. SM Paul stated has been working with the customer in regards to the radio. SM advised spoke with customer yesterday and will be speaking with customer again today to discuss the radio concerns. SM informed will get customer s concern taken care of.
Writer contacted customer at [redacted] Writer left message requesting callback. Writer stated customer working with dealership and case will be closed if customer needs nothing more from CAC. Writer stated 2 day close out and case will close 08/22 if no callback.
Status update provided via email to the following email address:
[redacted],
I understand that you have been working with the dealership to resolve the concerns that you are having with your vehicle. We will be closing your case on Thursday, 08/22 if there is nothing more you will need from Jeep Customer Care. Please contact 1-800-763-8422 ext 66178, or reply to the link below, if you would like to keep the case open. If we do not hear back from you by Thursday, 08/22, your case will be closed. Thank you for working with Jeep.
End of Status Update
Begin Customer Message reviewed:
Tina;
I have worked with the dealership since purchasing the SRT 2014. The problems with the car have not been resolved. The radio/satelite reception was a problem before the antenna replacement. After the replacement, the reception is worse. The rebuilt radio or whatever was installed is worse than the previous defective one. The dealer is aware first hand of the clock locking up and aspects of the touch to talk still DO NOT function properly and sometimes not at all. The screen now has started to go blank, then come back up, then go blank and repeat. The NAV system provides very poor directions and destinations that have gone out of business over 3 years. On my travels today, it was displaying roads overlaying the ocean. Text messaging has been an issue with chrysler for a few years. The dealer assured me this was to be corrected in my 2014. It wasn t. I owned a 2012 Overland for one month then sold it because of some of these same technical issues. Finally, (for now), I continue to spend time, mileage and gas $$ to bring my car to the dealer for

continuing defects in my $72,000 vehicle.
End of Reviewed Customer message
Writer contacted dealer 68087 at 860-536-2666. SM Paul informed dealership is working with STAR. SM advised customer went into the dealership for a diagnosis yesterday, 08/21. SM stated dealer waiting for STAR to release a radio for the vehicle.
Writer contacted customer [redacted] Customer informed the navigation system is showing customer that there are roads on the ocean. Customer advised not happy with the radio system. Writer stated waiting for STAR to reply with an update. Writer advised follow-up 08/26.
Writer contacted dealer 68087 at 860-536-2666. SM Paul stated not able to order the radio part#: Z8190240AD. SM advised will continue to work with STAR to see why radio cannot be ordered.
Status update provided via email to the following email address:
[redacted],
We appreciate your patience and understanding at this time. We are currently waiting for the dealership for order parts for the repairs. We will contact you no later than Wednesday, 08/28, with an update for the resolution. Please contact 1-800-763-8422 ext 66178, if you have any further questions or concerns. Thank you for working with Jeep.
End of Status Update
Part#: Z8190240AG, Order#: 3309, ETA: 08/29. Tracking#:
[redacted]
Writer contacted dealer 68087 at 860-536-2666. Writer left message for SM Paul. Writer advised part is on the vehicle for delivery today and dealer will be receiving part by end of business day today.
Writer contacted customer at [redacted]4. Writer left message and stated part is arriving at dealer by end of business day today. Writer stated dealer will contact customer once part arrived to schedule appointment. Writer advised follow-up 09/03.
Writer contacted dealer 68087 at 860-536-2666. SM Paul stated dealer installed radio on Friday and radio is no longer freezing up, however, the satellite radio cuts in and out, and dealer was able to duplicate the problem. SM advised customer states the brake system does not work as designed, however, SM and customer took a like vehicle on a test drive and found the vehicle working like customer s vehicle therefore, SM informed customer that the vehicle is working as designed however, customer is not satisfied with that answer. Writer requested SM open a STAR case and contact AM for further assistance.
Writer sent email to AM MD19 for further assistance regarding customer s concerns.
Writer contacted customer at [redacted] Customer stated the satellite radio still does not work correctly and cuts in and out. Customer advised while driving in the like vehicle with the SM, the radio did not cut out once. Customer informed the anti-collision system would come on prematurely and brakes would engage. Customer advised turned the anti-collision system off and a week later, customer turned the anti-collision system back on and it worked fine for 1 week. Customer stated the text to talk doesn t work, the navigation system does not work, and the weather map will not work at all. Customer is expecting Chrysler to resolve the issues with the vehicle or replace the vehicle. Writer made no guarantees and stated will do more research with SM and resources. Writer stated follow-up no later than 09/09.
*** AM has reviewed CAIR & Contacted SM for Details of owners brake concern. Owner feels that the Collision Warning system should operate differently than it does. Dealer Took owner out in his and a like vehicle from the Dealership Inventory, Both exhibit the exact same function on the road. Svc Mgr described that both operate as designed by Chrysler. Owner wants it to operate differently, SM again describe that the system operates as it was designed by Chrysler. md19
Writer received email from AM MD19. AM advised would not get a TA involved with the issues. AM stated if dealer test drove the like vehicle with the customer and showed, that the concerns are characteristics of the vehicle, there would be nothing more that can be done to resolve the issue. AM advised nothing can be done for the brake system.

Writer contacted dealer 68087 at 860-536-2666. SM Paul stated customer would need to contact dealer to schedule an appointment for diagnosis on the radio cutting in and out and navigation system not working. SM stated dealer had STAR case opened for the talk to text and confirmed with the carrier customer has, it does not work. SM advised some carriers work and some do not. Writer stated will contact customer to advise.
Writer contacted customer at [redacted] Writer informed customer of information per lines 537-554. Writer advised customer must take vehicle to dealership for diagnosis. Customer agreed. Customer requested compensation for gas. Writer declined and stated customer must take vehicle to dealer for diagnosis at customer s expense. Customer requested reimbursement for the broke items in the vehicle such as brakes and talk to text. Writer stated they are working as designed and there are no signs of defects in the products. Writer stated follow-up 09/09.
Writer contacted dealer 68087 at 860-536-2666. SM stated customer has not taken vehicle to dealer for diagnosis and no appointment is scheduled.
Writer contacted customer at [redacted]. Customer stated runs a business and customer does now know when customer can take vehicle to get diagnosis. Customer informed dealer is 1 hr away from customer. Customer advised may take it in later this week but not sure. Writer advised due to no diagnosis case will be closed. Customer disagreed. Writer stated will send email to customer with phone numbers to contact, to reopen a case. Customer agreed. Writer stated once diagnosis is completed, customer can reopen a case.
Status update provided via email to the following email address:
[redacted]
As we discussed earlier, your case will be closed until there is a recent diagnosis on the vehicle. Please contact 1-877-426-5337 for Jeep Customer Care to reopen a case. We appreciate your business and understanding. Thank you for working with Jeep.
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG3 | EC[redacted] | ***Open Date*** | 05/21/2013 | ***Built Date*** | 02/18/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/10/2013 | ***Mileage*** | 526 | ***Dealer Zone*** | 42 | DETROIT | |
| ***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*** | 68745 | JEFF WYLER CHRYSLER JEEP DODGE | | TRUCK-FT THOMAS | |
| ***Dealer Address*** | 100 ALEXANDRIA PIKE | | | | |
| ***Dealer City*** | FT THOMAS | ***Dealer State*** | KY | ***Dealer Zip*** | 41075 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | CINCINNATI OH[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Trip Computer / EVIC - Other - Default | Forward Collision Warning Mitigataion not sure if its working right. |
| Corporate - Product Information - Default - Default - Default | How does Forward Collision Warning Mitigataion work. |
| Referral - Other - Default - Default - Default | Referred to dealer for technical information and diagnosis if needed. |
| Product - Electrical - uConnect Cellular System - Other - Default | SA Daniel stated, it wasn't saving personal settings. |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
I do not think my Forward Collision Warning Mitigataion is working the way i
t is described in the manual and by the sales person.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I was in the dealer for 3 hours and they do not know the difference
between the Adaptive Cruise Control and the FCW. No one seems to be able
to check the FCW system. I need someone to explain to me how it works and
how to check it. Thanks.
*****END OF CUSTOMER EMAIL*****
LSRS Forward Collision Warning Plus
RA4S Uconnect 8.4AN AM/FM/BT/Access/NAV
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
In regards to the operation of the Forward Collision Warning (FCW) with
Mitigation.
I have copied the description and instructions for how to operate and
check from the owners manual for the operation of the system. This
information can be viewed in the online owners manual at
http://www.jeep.com/en/owners/manuals/
UNDERSTANDING THE FEATURES OF YOUR VEHICLE Pages 213 to 218
FORWARD COLLISION WARNING (FCW) WITH
MITIGATION IF EQUIPPED
Forward Collision Warning (FCW) With Mitigation

Operation

The Forward Collision Warning (FCW) system with mitigation provides the driver with audible warnings, visual warnings (within the EVIC), and may apply a brake jerk to warn the driver when it detects a potential frontal collision. The warnings and limited braking are intended to provide the driver with enough time to react, avoid or mitigate the potential collision.

NOTE: FCW monitors the information from the forward looking sensors as well as the Electronic Brake Controller (EBC), to calculate the probability of a forward collision. When the system determines that a forward collision is probable, the driver will be provided with audible and visual warnings and may provide a brake jerk warning. If the driver does not take action based upon these progressive warnings, then the system will provide a limited level of autonomous braking to help slow the vehicle and mitigate the potential forward collision. If the driver reacts to the warnings by braking and the system determines that the driver intends to avoid the collision by braking but has not applied sufficient brake force, the system will compensate and provide additional brake force as required.

When the system determines a collision with the vehicle in front of you is no longer probable, the warning message will be deactivated.

NOTE:

The minimum speed for FCW activation is 5 mph (10 km/h).

The FCW alerts may be triggered on objects other than vehicles such as guard rails or sign posts based on the course prediction. This is expected and is a part of normal FCW activation and functionality.

WARNING!

Forward Collision Warning (FCW) is not intended to avoid a collision on its own, nor can FCW detect every type of potential collision. The driver has the responsibility to avoid a collision by controlling the vehicle via braking and steering. Failure to follow this warning could lead to serious injury or death.

Turning FCW ON Or OFF

NOTE: The default status of FCW is On , this allows the system to warn you of a possible collision with the vehicle in front of you.

The forward collision button is located on the switch panel below the Uconnect display.

To turn the FCW system OFF, press the forward collision button once to turn the system OFF (led turns on).

To turn the FCW system back ON, press the forward collision button again to turn the system ON (led turns off).

Changing the FCW status to Off prevents the system from warning you of a possible collision with the vehicle in front of you.

Changing the Active Braking status to Off prevents the system from providing limited autonomous braking, or additional brake support if the driver is not braking adequately in the event of a potential frontal collision.

NOTE: The FCW system state is kept in memory from one key cycle to the next. If the system is turned OFF, it will remain off when the vehicle is restarted.

Changing FCW And Active Braking Status

To change the FCW and Active Braking settings with Uconnect 8.4/8.4A System Screen if equipped.

NOTE: The settings can only be changed when the vehicle is in PARK.

Follow these steps to set the FCW and Active Braking:

1. Press the Controls soft-key located on the bottom of the Uconnect display.
2. Press the Settings soft-key.
3. Press the Safety & Driving Assistance soft-key.
4. Press the FWD Collision Warning , Far or Near soft-key for your desired preference.
5. Press the Active Braking On or Off soft-key.
NOTE: A check mark will appear in the selection box to indicate the setting.
The default status of FCW is the Far setting and the Active Braking is the On setting, this allows the system to warn you of a possible collision with the vehicle in front of you when you are farther away and it applies limited braking. This gives you the most reaction time to avoid a possible collision.
Changing the FCW status to the Near setting, allows the system to warn you of a possible collision with the vehicle in front of you when you are much closer. This setting provides less reaction time than the Far setting, which allows for a more dynamic driving experience.
NOTE:
The system will retain the last setting selected by the driver after ignition shut down.
FCW may not react to irrelevant objects such as overhead objects, ground reflections, objects not in the path of the car, stationary objects that are far away, oncoming traffic, or leading vehicles with the same or higher rate of speed.
FCW will be disabled like ACC, with the unavailable screens.
FCW Limited Warning
If the system turns off, and the EVIC displays ACC/ FCW Limited Functionality or ACC/FCW Limited Functionality Clean Front Windshield momentarily, there may be a condition that limits FCW functionality. Although the vehicle is still drivable under normal conditions, the active braking may not be fully available. Once the condition that limited the system performance is no longer present, the system will return to its full performance state. If the problem persists, see your authorized dealer.
Service FCW Warning
If the system turns off, and the EVIC displays:
ACC/FCW Unavailable Service Required
Cruise/FCW Unavailable Service Required
This indicates there is an internal system fault. Although the vehicle is still drivable under normal conditions, have the system checked by an authorized dealer.
We appreciate the time you took to write to us and we hope this was of assistance to you.
Sincerely,
Eileen
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Dealer Name : JEFF WYLER CHRYSLER JEEP DODGE Dealer Phone : 859-441-7800: SA Daniel said that the customer brought the vehicle in for the Forward Collision Warning Mitigataion (FCW). They road tested vehicle and it was found to be working normal. Daniel feels the customer might not understand how it should work. Daniel said that if the customer wants to bring the vehicle back into the dealership, he will look at it again as long as Chrysler agrees. Daniel said it is really hard to get diagnosis time from Chrysler but, if we agree he will look at it again. Agent advised SA Daniel that the customer will be informed of the contact and advised if he feels that the vehicle is not working properly, please contact the dealership to have the vehicle diagnosed.

SA Daniel informed that he doesn t see on the notes regarding the customers Uconnect system. When the customer came in, it wasn t saving his personal settings. When the customer turns the vehicle off, he has to put his personal settings in again. Daniel asked if we can advise the customer if he still has this issue, please contact him. Agent asked Daniel if this would have any affect on the FCW. Daniel said no do not confuse this and open a can of worms, they are not the same thing. Agent advised that there are instructions for setting the FCW on the Uconnect and just want to be able to make sure on the file if the personal settings not saving will affect the FCW. Daniel said that no the personal settings does not affect the FCW, they are two different things.
personal setting not saving.
Dear John:
Thank you for contacting the Jeep Customer Assistance Center. Unfortunately, we are unable to provide technical assistance. I have contacted Service Advisor Daniel at Jeff Wyler Chrysler Dodge Jeep. Daniel has advised if you are having a problem with the Forward Collision Warning system, to bring it in for diagnosis. Daniel also requested for you to contact him if you are still having an issue with the personal settings on your Uconnect system.
You may contact your local dealership for further assistance, or you may refer to the vehicle s Service Manual.
Service Manuals provide all the information technicians need to diagnose, troubleshoot, maintain, service and repair Chrysler Group vehicles. You can call Tech Authority to purchase Service Manuals at 1-800-890-4038. You may also order Service Manuals online at www.techauthority.com
Thanks again for your email.
Sincerely,
Eileen
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT7 | EC[redacted] | ***Open Date*** | 05/22/2013 | ***Built Date*** | 3/11/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/11/2013 | ***Mileage*** | 700 | ***Dealer Zone*** | 42 | DETROIT | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 26016 | JIM RIEHL'S FRIENDLY CHRY JEEP INC | | | |
| ***Dealer Address*** | 32899 VAN DYKE AVENUE | | | | |
| ***Dealer City*** | WARREN | ***Dealer State*** | MI | ***Dealer Zip*** | 48093 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | SAINT CLAIR SHORES MI 4[redacted] | ***Country*** | UNITED STATES |

Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default

CQI Survey Record Received - DATE : 05/22/2013
Survey Number : 1526639
Quality Survey ID Number [redacted]
Survey Date : 05/21/2013
VIN Last 8 : EC[redacted]
CQI Comments : The issue with ACC/Cruise? /FCW. Also the hands fr
ee button issue and a question about Uconnect "text messages" Cal
l any day after noon at [redacted]
* * * * * CASE MANAGER TEAM - District V* * * * *
Cruise control system is broken/not working.
I understand the 'problem' can t be found when it s operative, however I
cannot drive around the dealership waiting for it to stop!
periodically the steering wheel button seems to not work.
System does not respond to voice commands.
I am however disappointed in the intermitent problems with the adaptive
cruise and regular cruise.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] writer calling customer to see if there is anything that he
wanted to add. Customer states that he is happy with the Jeep. Customer
has had to have them look at his adaptive cruise control 3 times.
Customer states that it is now working. Writer stated that we do
understand and know that it is frustrating and we do apologize. Writer
stated that based by the trips that he has made to the dealership to try
and get repair completed that we would like to offer him 2 years 8 oil
changes for his inconvenience. Customer stated that would be nice. Writer
stated that the oil changes do take a few days and that they do get
attached to customers vin#. Writer stated that it can be used at any
authorized Chrysler Dodge Jeep Ram in the United States. Writer stated
that if in the future that he continues to have issues to please give us
a call back 1877iamjeep to see if we are able to be of assistance.
EC28N Contract created. Contract number is [redacted]

CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT0 | EC[redacted] | ***Open Date*** | 05/23/2013 | ***Built Date*** | 0 /01/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/17/2013 | ***Mileage*** | 384 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 43724 | SAFFORD DODGE JEEP OF SPRINGFIELD | | | |
| ***Dealer Address*** | 6801 COMMERCE ST | | | | |
| ***Dealer City*** | SPRINGFIELD | ***Dealer State*** | A | ***D aler Zip*** | 22150 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | ALEXANDRIA VA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | error message Cruise/SCW service required |

Briefly summarize why the customer is contacting Chrysler:
The customer having a issue with the cruise control. The Customer is receiving error message ACC/FCW Unavailable Service Required or Cruise/FCW Unavailable Service Required ,
Briefly summarize what the customer is expecting:
The customer wanted to know what to do.
The agent checked the owners manual and when you receive this message there may be an internal system fault or a temporary malfunction that limits ACC functionality.
Although the vehicle is still drivable under normal conditions, ACC will be temporarily unavailable. If this occurs, try activating ACC again later, following a key cycle. If the problem persists, see your authorized dealer.
The customer is going to do a key cycle and if problem persists will take to dealership

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG2 | EC[redacted]7 | **Open Date** | 05/30/2013 | **Built Date** | 03/01/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 04/30/2013 | **Mileage** | 558 | **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** | 65674 | EAST HILLS CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 2300 NORTHERN BLVD | | | | |
| **Dealer City** | GREENVALE | **Dealer State** | NY | **Dealer Zip** | 11548 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | OCEANSIDE NY 1[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Technical Assistance - Default - Default - Default | Customer seeking technical assistance. |
| Dealer - Service/Body Shop - Personnel - Other - Unknown | customer states service persons left vehicle filthy inside |
| Product - Electrical - uConnect Cellular System - Other - Default | states his bluetooth option is not working |
| Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Unsatisfactory / Dislikes - Unknown | states there are scratches and dents all over the interior |
| Product - Body / Trim / Paint Finish - Glass - Chipped - Windshield | states windshield was chipped when it was delivered |
| Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Unknown | |
| Dealer - Service/Body Shop - Transaction - Vehicle Damaged - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer states the acc acw forward warning is not operating properly. Customer seeking technical assistance.
Briefly summarize what the customer is expecting: Customer expecting technical assistance to know why this is not working.
Agent advised customer as he is still under warranty to take the vehicle to the Chrysler dealership for any repairs.
Customer states that he has had issues with the vehicle since he purchased the vehicle. Customer states there are scratches in the interior of the vehicle and there are dents in the dash. Customer states the sensor, blue tooth are not working. Customer states that when he was washing the vehicle he noticed that on the windshield that there was a small chip in the windshield. Customer states the dealership said the chip was there when he purchased the vehicle. Customer states the dealership told him to go through his insurance for the repair. Customer states it is the dealerships responsibility to replace the problems with the vehicle since it was like that when it was delivered. Customer states this is his 7th Jeep. Customer states there is also a tire pressure valve was missing from the vehicle as well and he has still not received it. Customer states he purchased the vehicle brand new and is very frustrated.

Customer states he feels he is getting no help with his vehicle.
customer states he also requested a copy of the window sticker and the dealership will not provide it to him.
Customer states he has been dealing service the advisor Steve
Steve is not available at this time.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 5[redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) dealer
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 65674
Reassigned to 88F
Writer called EAST HILLS CHRYSLER JEEP DODGE at 516-621-9191, spoke with Jorge, and asked how the customer can get a monrony label? Jorge said that the dealership will need to order one through Chrysler, so have the customer come in and speak with Jorge, or Brad Newnan, and a copy will be ordered for the customer. Writer thanked Jorge for the information.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 5[redacted], left message for the customer.
The customer had called in to check the status of his case.
Agent advised the customer that his case was sent up yesterday and should receive a call back today.
Status update provided via email to the following email address: [redacted]
My name is Lafe I have been assigned as your case manager.
Here is some information that will be helpful for you to have.
Your case number is [redacted].
Chrysler Case Management telephone number is 1-800-763-8422.
My direct extension is 66011.
My work hours are 6:30-3:00 MST Monday-Friday.
End of Status Update
[redacted] called requesting to speak to CM LT707. Writer warm transferred customer to CM for further handling.
Customer called and asked what the update is from the dealership. Writer said that writer spoke with Jorge and and was informed customer will need to come in and speak with Jorge, or Brad and a copy will be ordered through Chrysler.
Writer called EAST HILLS CHRYSLER JEEP DODGE at 516-621-9191, spoke with Eric and asked about the customer s concern with the windshield, and the scratches. Eric asked writer hold while Eric spoke with the service writer that assisted the customer, writer agreed. Eric sad that service writer spoke with sales, and sales will be contacting the customer.
Customer calls to speak with their Case Manager. Customer states that he spoke with the GM about the issue with the Window and is looking to speak with the CM.
Transferred the customer to LT707Ù at ext 66011Ù
Customer called in requesting to speak to his CM . Agent called the extension of LT707 but he was only in the office untill 5 today. Agent left a message on the voice mail askign CM to call teh customer back. Agent gave the customer his case number and the number to his case manager for followup tomorrow.
Writer called customer at [redacted]3, customer asked if it would be okay for the customer to call the writer back in about 1 hour 45 minutes. Writer agreed to customer call back time.
Writer called customer at [redacted], left message for the customer.
[redacted] called requesting to speak to CM LT707. Writer warm transferred customer to CM for further handling.
Customer called and said that customer has purchased 7 Jeeps, and the General Manager says that there is nothing that can be done to repair the windshield due to the hot and cold weather causing the glass to expand, and contract. Customer said that the tech at the dealership told the customer to tell the Geico insurance that there is a chip, and a crack. Customer said not going to lie to insurance company, but customer does not pay due to insurance company. Writer said that in order for the

repair to be covered under warranty, the repair will need to be determined to be a defect in factory parts, and workmanship of materials. Writer said that with the repair not being found to be a defect, warranty does not cover the repair. Customer said then the insurance company will, and all customer wants is the chip repaired, not the windshield replaced. Writer said that writer will call the dealership, and inform the service manager that all customer wants is the chip repaired, which will be covered under customer s insurance, and then call customer with the information the service manager provides to the writer, customer agreed.
Writer called EAST HILLS CHRYSLER JEEP DODGE at 516-621-9191, spoke with Mike and asked about the customer s windshield. Mike transferred writer to Steve. Writer asked Steve about the customer s vehicle. Steve said that the customer s insurance company was called, and the chip was repaired.
Writer called customer at 5[redacted] asked about the repair to the customer s vehicle. Customer said that customer was informed the chip was repaired, but customer will nit be able to pick the vehicle up until tomorrow sometime. Writer said that writer will follow up with the customer on Monday, customer agreed.
Writer called customer at [redacted], left message for the customer.
Caller [redacted] reque g p k with Case Manager.
transferred to nic LT707 voice mail
[redacted] calling to speak with case manager LT707. Writer advised [redacted]ustomer that cm is currently unavailable at this time. Writer transferred customer over to SC167 at ext 66359,
Secondary number: declined
Email: [redacted]
Customer called in and confirmed chip was repaired, however, alleges that vehicle was supposed to have been detailed and was filthy, customer washed it himself and found a scratch on the front fender that he claims was caused by the dealership. Customer states dlr closes at 5. Customer states that on Sunday he spoke with salesman who said they would fix it, but that now they are refusing to saying the customer caused it. Customer wants this taken care of. Customer wants CM to call back between 8:30 and 9 AM Eastern Time.
Customer states he is frustrated over being unable to reach his CM. Customer states he has purchased 7 Jeeps and he expects better service from Jeep and the dealership. Customer states he is very unhappy with the dealership, stating the dealer would not provide a loaner vehicle nor would they take responsibility for damage to his vehicle. Customer states he just wants a resolution.
Writer informed customer that the CM will contact customer after speaking further with the dealership and the case has been documented that customer is requesting a call back as soon as possible.
Writer informed customer that writer will be escalating customer s concern to the Chrysler Business Center and the Dealer will be notified of the issue as well.
**** Dealer Notification Sent ****
Writer called customer at [redacted], rang twice, and the line went dead.
Caller [redacted] requesting to speak with Case Manager.
transferred to nic LT707 voice mail
[redacted] called requesting to speak to CM LT707. Writer warm transferred customer to CM for further assistance.
Customer called to let writer know that when customer went in to the dealership to get the vehicle, after the windshield was repaired, the vehicle was dirty, and there is a scratch on the fender. Customer asked what needs to be done in this situation. Writer said that writer will call the dealership, speak with the service manager, let the service manager know what the customer has found, and see what can be done for the customer. Writer said that when writer has gathered this information, customer will be contacted back.
Writer called EAST HILLS CHRYSLER JEEP DODGE at 516-621-9191, spoke with Mike and asked about the customer s vehicle. Mike asked writer to hold, and Steve answered the call. Spoke with Steve and asked about the scratch in the fender. Steve said that the customer let Steve know that same day

about the scratch, and Steve informed customer to bring the vehicle in and the scratch will be taken care of for the customer.
Writer called customer at [redacted], left message for the customer.
Writer called customer at [redacted], customer said that customer has an appointment for Wednesday to get the scratch repaired. Writer said that writer will follow up with customer on Thursday, customer agreed to follow up time frame.
The customer was transferred to the agent from Tenisha in Mopar who stated that the customer was very upset and seeking to speak to someone in Jeep about his vehicle issues and dealer complaint.
The customer stated that the windsheild has been repaired. The customer stated that this was an insurance claim as he wanted to get it completed in a timely fashion. The customer stated that when the service people were driving the vehicle into the garage the service department technican did a little scratch which they attempted to buff out but this did not work. The customer stated that the service department did not advise him of this chip or scratch. The customer stated that he is frustrated as it is dishonest and not a good way for them to handle the customer. The customer stated that he has purchased 7 Jeeps from this dealership and is very loyal. The customer stated that he has never had a problem before. The customer stated that the vehicle was not detailed at all from the windsheild repair which is how he discovered the chip in the paint from the windsheild replacement. The customer stated that he is very disappointed with the customer service and sales at EAST HILLS CHRYSLER JEEP.
The customer stated that he is going to go to his appointment on Wed. The customer wants someone to do something to get his vehicle concerns addressed. The customer stated that they are going to attend to the chip and do this repair but he has no promise or guarantee made by the EAST HILLS CHRYSLER JEEP Dealership or anyone in Jeep that they are going to repair the small ding because the East Hills CDJ Dealership SA have advised him that he should have notified them sooner. The customer stated that this is a new vehicle and that it should not already be needing body work. The customer stated that he is requesting that Jeep do something for him as he did not do anything to the vehicle.
The agent advised the customer that the case manager has indicated that the case manager would follow up with the customer on Thursday and the customer agreed to this follow up. The agent advised the customer that when the CM calls him Thursday that he should advise the CM about the repair and any resolved items. The customer stated that he would keep the appointment and thanked the agent for listening. The agent advised the customer that he needs to work with his CM who has been working with him and the dealership in an attempt to resolve his vehicle concerns. The customer stated that he would look forward to speaking to his case manager on Thursday.
Writer called EAST HILLS CHRYSLER JEEP DODGE at 516-621-9191, spoke with Mike, and was transferred to Steve where writer asked about the customer chip in the paint. Steve said that the chip is being covered due to lot damage, and should be done today.
Writer called customer [redacted], left message for the customer.
Customer called stating he is frustrated with Dealership 65674, because they wont cover the cost for damage that was done to the driver side door at the bottom before he got the vehicle in his possession. Customer stated when he picked up his vehicle and drove it home he hadnt noticed it. Customer said he took the car to the car wash and seen there had been dent in the bottom of the door that he didnt do and it looked like its been banged out and buffed and painted again. Customer stated he brought it to the dealerships attention and they said they will see what they can do for him. Dealership told customer they will repair it but at customer cost. Customer is a loyal customer, this is his 7th jeep vehicle he has boughten and doesn t appreciate how he has been dealt with at the dealership and expects the dealership to take responsibility for the this repair. Agent apologized and informed customer that he has a CM already assigned to him he should discuss this with him. Customer stated he wanted to file a complaint about he dealership. Agent informed customer that i would document this call in his file but he needs to discuss this

with his CM since he still has a file open. Customer understood and said he was going to be talking with his CM later today. Customer thanked agent for assistance.
Writer called customer at [redacted], customer asked if writer will be available around quarter to 11 so customer can return writer s call?
Writer said will be waiting to speak with the customer.
Secondary Phone # Declined by caller
MR [redacted] called to speak with their Case Manager. Transferred the customer to LT707 at ext 66011
Writer called customer at [redacted] left message for the customer that the case will be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJG3 | EC[redacted] | **Open Date** | 06/20/2013 | **Built Date** | 02/18/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/10/2013 | **Mileage** | 430 | **Dealer Zone** | 42 | DETROIT | |
| **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** | 23355 | CROSS MOTORS CORPORATION | | | |
| **Dealer Address** | 1501 GARDINER LANE | | | | |
| **Dealer City** | LOUISVILLE | **Dealer State** | KY | **Dealer Zip** | 40232 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | CINCINNATI OH[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete | |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |

CQI Survey Record Received - DATE : 06/20/2013
Survey Number : 1638110
Quality Survey ID Number [redacted]
Survey Date : 06/19/2013
VIN Last 8 : EC120805
CQI Comments : 513 328-4900
* * * * * CASE MANAGER TEAM - District 88V * * * * * *
Customer s complaint per survey: Exterior moldings/trim pieces loose/misaligned/falling off.
Body panels/doors misaligned/excessive gaps/poor fit. Front doors are difficult to open/close. Passenger s side front fender. Plastic mold around wheel well is coming off and does not fit correctly. Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. Touchscreen Controls/Menu: Front Screen Display does not meet expectations. Text is not displayed on screen. I cannot get that far Unable to send/reply/forward text via voice recognition. Voice Command (VR button on steering wheel) does not recognize input. Voice Command (VR button on steering wheel) cut off before I was finished. Voice Command (VR button on steering wheel) takes too long to respond. Hand brake/parking brake control is poorly located. tend to hit it entering or exiting car as it sticks out and in your way.
Engine power is less than expected. Fuel consumption is worse than expected. The Forward Collision system does not work and I cannot find a dealer that understands the system. The Active braking does not work and I have been to 3 dealers. They say the specs are not available because the system is so new!
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
2nd attempt made to contact customer. Left message.

Customer called Writer back. Customer advised that there was nothing further that he wanted to add to the survey, he just wanted to know if there was a technically engineer to speak about his forward collision system and him feeling its not working correctly, as the local dealerships claim they do not have the specs yet. Writer advised the customer that the dealer would need to contact their Star support department if they have any questions. Customer thanked Writer for calling.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG7 | EC[redacted] | ***Open Date*** | 07/02/2013 | ***Built Date*** | 04/28/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/20/2013 | ***Mileage*** | 5,331 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***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*** | 26762 | NEW CRANBERRY CHRYSLER JEEP, LLC | | | |
| ***Dealer Address*** | 21145 ROUTE 19 | | | | |
| ***Dealer City*** | CRANBERRY TWP | ***Dealer State*** | PA | ***Dealer Zip*** | 16066 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | CHESWICK PA [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Suspension - Auto Suspension Height Sys - Other - Unknown | Air suspenpen part on B/o |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | Navigation not working |
| Product - Electrical - uConnect Cellular System - Navigation - Default | Navigation not working |
| Corporate - E-Reimbursement - Default - Default - Default | for a vehicle payment and half |
| Dealer - By-Pass - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: The customer had called in and stated that his uconnect had been replaced a week and a half ago. The customer states the navigation says he is in Texas and he is in Pittsburg. The customer also stated that his dealership 26762 cannot get him in for a week. The customer wanted to know if he could get his vehicle into the dealership today or tomorrow.
Briefly summarize what the customer is expecting: To have his uconnect repaired.
Agent found the customer has the 8.4AN. Agent transferred the customer to 866-275-1420 for further assistance.
Cel[redacted]
Email; [redacted]
Status update provided via email to the following email address:
[redacted]
My name is Janeen and I have been assigned as you Customer Advocate.
Here is some information that will be helpful for you to have:
Your case number: [redacted]
Chrysler Customer Advocate telephone number: 1 800 763-8422
My direct extension: 66318
My work hours: 8:00 am to 4:00 pm Eastern Time Monday-Friday
I will contact you with any new information in regards to your case when new information becomes available.
End of Status Update
Writer spoke to customer who is stating he has had the radio replaced once and the screen still is black and he Can not see anything on the

Navigation as it seems to not be working Customer stated he has appointment for July 8th 8am and would like a rental and dealership advised him they would try. Writer will offer a rental for the appointment and will also contac the dealership to see if they can provide one while vehicle is being diagnosed.
Writer contacted Kim/SM and advised her os customer not being a part of the ECS team and asked if they could provide the customer with a rental.Kim/Sm stated she will and also took cair # and CA contact information for when customer comes into the dealership on July 8th.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,4[redacted]
Customer was advised of the appointment on July 8th and that a rental will be offered. Writer will contact customer when new information becomes available.
Begin Customer Message reviewed:
Just as an FYI I sent numerous pictures and videos to the dealer so they can foward to the appropriate tech s to see what is happening.
I also wanted to follow up with a previous case regarding the remote start and HVAC system. the HVAC system does not turn on with a remote start and I was told a software update would be availible in July. Has that been released yet?
End of Reviewed Customer message
Customer called for his CM, advising that the voicemail would just disconnect when it was providing its message. Writer tried extension 66318 and was able to get to through the voicemail, Writer accidental released call into voicemail before advising customer.
Writer spoke to Nash, SA. Vehicle is at the dealership. Advised customer of ECS CA and extension. Informed dealer case will be escalated to TS and not to repair prior to receiving authorization.
Nash/SA
milage 2263
when inputting information in the Navigation for PA the Navigation gives them information for CA.
****** Following Corporate Resource has been contacted ******
TAPS
on 2013-07-08 @ 12:50
Dialed Cell [redacted] a message explaining the cair has been sent to the TS and when new information becomes available a update will be made.
Dealer calls to speak with their Case Manager.
Transferred the customer to JP1353 at ext 66318
Customer called in asking about how long it would take for the TS to contact the dealership. Writer went over the process and customer understood.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
ADAM MILGRUB called requesting to speak to CM JP1353. Writer warm transferred customer to CM for further assistance.
Customer called in and is saying the dealership called him and asked for the dealer loaner back and explained the customer would need to be put into a rental. Customer is asking for a like rental. Also asked about the time it will take to order the replacement radio. Writer advised the customer the radio will be expedited.
Writer contacting the dealership, Nash/SA is saying the Part/radio is in and will be installed 7/11/2013. SA was advised of customer needing a SUV or like rental, SA will contact the rental company and do what he can to put customer in a like vehicle.
Writer contacting Nash/SA is saying the vehicle is repaired and picked up. The Sa is also saying the customer will be back in contact the dealership for a repair on the rear panel.SA will contact CA back with more information on a rear panel that s on order for the customer. Sa is not sure of how or why this part is on order and if ECS needs to be contacted for it. But will get the information and call CA back.
Writer [redacted] 2 Customer is saying he did received a call from the dealership and will be picking up the vehicle.

Customer is saying the part for the panel was ordered before customer was a part of the ECS program.
Customer is asking if chyrlser would be able to offer something for all the trips and time his vehicle has been down. The customer is asking for a extended service contract for his 336. Writer will be happy to look into one for the customer.
next call 7/19/2013
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
ADAM MILGRUB called to speak to CM JP1353. Writer warm transferred customer to CM JP1353.
Customer is very upset about the dash and is stating there is scratches and the dealership is refusing to take replace.
Customer is saying the brozne trim one that has the scratch needs to be replaced. The other black one can be replaced.
The Ca calmed down the customer and advised will re look at this on 7/15, to see where if the parts need to be replaced and if parts are even available.
SM Kim is saying the Marks are so small she feels he is being unreasonable.
Begin Customer Message reviewed:
Hi, its me again...I found the part # for the main piece they damaged: 05091841AE
I am 99% sure that is the correct part # for my vehicle.
End of Reviewed Customer message
ADAM MILGRUB called to speak to CM JP1353; Customer states he has been waiting for a call back today and has not been contacted. Writer verified Customer contact info:
Primary/only contact phone number is cell [redacted],
Alternate contact method is e-mai[redacted].
Writer warm transferred customer to CM EJ126.
Mr. [redacted]b states to have expected a call from CA JP1353 advised CA is working on obtaining information for parts ordered, once CA is aware if parts are available or if they will be replaced, CA will be contacted, Customer also states that radio reset two times over the weekend, the screen went blank and 30 seconds later it came back up again, customer advised to set up an appointment with dealership and CA would contact CA next bossiness day.
Writer contacting the SM/Kim and was advised she is in a meeting with No time to come back. Nash/SA took the information about the customer radio resetting about every 20 mins. And also about the error code for the air suspension on the display. And will advised SM/Kim about it and see if she will contact the customer.
Writer [redacted] Left a message explaining the Sm was left a message asking to contact the customer to best resovle the dash concerns.
ADAM MILGRUB called requesting to spe akw with CM JP1353. CM was unavailable. Writer warm transferred customer to CM MS1882 for further handling.
Customer contacted writer requesting an update. Writer advised that the SM has been in meetings all day but if the customer is having a concern the customer should make an appointment for a diagnosis. Customer states that the customer will wait until CA contacts customer. Customer requests a call back tomorrow morning.
Begin Customer Message reviewed:
To give you more info radio reset this evening. Lost all presets...navigation is out of sync. While trying to re register uconnect got vehicle vin encountered critical trouble with database. Talked at length with uconnect. They opened a critical ticket on there end. Ticket number [redacted]6. I will be calling the dealer to set up an appointment yet again. I am requesting a grand Cherokee or same size SUV as a loaner. I am trying to be patient and understanding, but its hard. Three radios, over 10 days out of service in less than 2 months of ownership. Damaged trim pieces, minor rip in the leather dash, air suspension issues....vehicle has been in more than 3 times for same issue which means it could qualify as a lemon. I love the vehicle, rides great, looks awesome, but those pluses don t help when the uconnect

system doesn t work. Please call me tomorrow to discuss other options.
Thanks
End of Reviewed Customer message
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Dialed [redacted]2 Customer is saying he made appointment with Nash/SA for 7/19. But the SA did offer to try and look at the customer concerns if he was to drop the vehicle now. Customer did not wish to do this and will keep the appointment for 7/19. Customer is stating he fix the flash light bracket and no longer needs the part that is ordered. Customer sent in photo s of the radio concerns to the SM Kim.
Writer will contact the Sm and discuss the issue with the marks on the dash.
Begin Customer Message reviewed:
Hi...I can t attach the video s but wanted to give you the text of the email that I sent Kim:
Hi Kim:
Let me start off by saying I am sorry and I know yourself, Nash and the techs are doing what you can, but it s getting frustrating to say the least. My replacement radio is still acting up. Screen blanking out, not being able to enter a city to use the navigation and the vehicle phone requires service message.
Anyways yesterday after it reset I was setting everything up again, presets, vehicle settings, etc and had to re-register with uconnect. It was connecting and trying to register I guess and I got a message stating vehicle vin encountered an error with the database and to call uconnect. So I called the uconnect care team and was on the phone with about an hour for them. They said they have seen this issue before and it needed to go to another department for further research. They gave me a case # of [redacted]30716. They said they were going to review the hardware, what s been done and the issues I am still having and I guess work with you/Chrysler to determine the next steps.
A buddy of mine has a friend who is a tech at a jeep dealer out of state. He mentioned to him some of the issues I am having and he said to mention two star cases which I listed below. You guys very well could have looked at these already, but I am just trying to do anything I can to get to a resolution. As much as I love the vehicle and how it drives, the radio resetting and navigation issues are very frustrating.
S1308000230
S1308000238
End of Reviewed Customer message
Writer contacting SM/Kim is not in the office. Writer asked to speak to Sa/Nash who is saying the customer will be dropping the vehicle off on 7/19 at 8am.
Writer contacting SM/Kim, who is saying the customer has an appointment for 7/19/2013 and will re look at the customer concern with the dash and see if she can work with the customer to best resolve the customer concern,.
SM/ Kim is stating the customer had a buy back for another brand and feels the customer may be asking for repeat trip to meet the buy back rules for this radio concern. But will do every thing she can for customer if she finds a real problem with the radio.
Caller [redacted] requesting to speak with Case Manager.Caller requesting to speak with Case Manager.
transferred to nic JP1353
Customer called in asking for another brand vehicle as the rental he was offered is too small to transport three children. Customer is asking for a full size vehicle.
CA called SA/Nash and advised him the ECS team will offer a rental to the customer that will work for them.SA will contact the rental company and advised them of this.
Dialed [redacted] Customer was advised that the SA is contacting the rental company and will provide a rental that can fit three car seats.
Caller [redacted] requesting to speak with Case Manager.
Case manager not available, nic PR708
66314 took the call

Writer received call from customer. Customer inquired about status of repair. Writer advised that notes do not indicate any ETA for repair completion. Writer advised that CA can contact TS today for an update. Customer requests call back from CA today.
CA called SA/Nash is saying the vehicle has not been dianosed as of yet. But it is the first vehicle for 7/23/13 to be diagnosed. SA thinks the customer is in a full sized vehicle for a rental.
Dialed 412-860-4782 was left a message that the TS and dealership tech are working together to best resolve the vehicles concern.
Customer is saying uconnect called the dealership and is saying two of the errors are from when the dealership installed a new radio and seem need to be updated. Custome ris ok with being updated when new information becomes available.
CAIR ESCALATION UPDATE
SEE STAR CASE# 6[redacted] FOR INFORMATION
Writer contacting SA/Nash, is saying he is working with star and they have him ordering a replacement radio with a build date of June 12.2013 or after. SA is not sure how to get one with a specific build date.
CA is contacting TS to see if the radio can be order by a specific build date.
Writer contacting Nash/SA and advising he needs to contact the TS working with ECS T5929DH.
Begin Customer Message reviewed:
Hi Janeen:
I started to compile a message earlier and I think I forgot to send it, if I did I appologize. Anyways Nash called me yesterday to give me an updated. Stated they are replacing the radio again with a unit built after June 12th and this 'should' resolve the issues. Anyways since it looks like this should hopefully be the last radio replaced have you talked with Kim about getting the trim piece ordered? From what I can see online it looks like it is back ordered so would like to get it ordered at least...
Also if you can start to talk with management about how you can compensate for all these issues. We are pushing 20 days my Jeep has been out of service in less than 2 months and its still there. Extended Warranty up to 100K would be great plus anything else. Needless to say I have been trying to be patient but feel Chrysler needs to step up to the plate.
End of Reviewed Customer message
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted] FOR INFORMATION
Writer attempted to contact Sm/Kim who is saying the radio part did seem to take care of the issue and she has also order both trim peices but they seem to be on B/O. SM will email the part numbers as well as order number for CA to expedite.
Dialed[redacted] Customer was advised CA will look into a Max Care and offered to reimburse for a vehicle payment of $525.00. customer accepted the offer. Customer is aware of the trim parts being on B/O.
Begin Customer Message reviewed:
In reviewing the plans I believe this is the one you are discussing correct:
http://www.factoryplans.com/assets/cms/files/5100_Maximum_Care.pdf
If so that would be fantastic if you are able to get that approved for 100,000 miles. If you are able to do the $0.00 deductible that would even be better.
But honestly whatever you are able to get would be most appreciated. I am just excited to get my Jeep back and be able to enjoy it!!
I really appreciate all your help so far with this.
End of Reviewed Customer message
WMX5100N Contract created. Contract number is 37912868.
trim pieces for radio part # s - 50918428E, 5LV81DX9AA
Part Order # 0726E1, called in by dealer relayed through UConnect 2013 Access
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted] FOR INFORMATION
[redacted] calling to speak with Customer Advocate JP1353. Writer

advised CA is not available and will transfer customer over to EJ126 at ext 66053.
Phone numbers: verified both
Email: [redacted]
Customer Incoming contact: Customer states to be looking for an update on vehicle repairs as customer heard that certain trim parts were ordered, customer advised that CA or writer would contact dealership get an ETA and call customer back, customer seeks link for submitting payment re-imbursment documents and also customer seeks information on extended sc plan, customer advised that WMX5100N was added, customer asks for a six year plan, advised information would be sent to CA JP1353, but writer unable to provide a longer term plan.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-07-30 @ 13:12
Dealership Contact: 26762 SA Nash states that he does not have an eta on parts that he provided part numbers to us to expedite process.
As per GPOP part number 5LV81DX9AA has a promise date of 07/31/2013.
***** Customer Document Received *****
Customer Document Reviewed.
Customer callign to speak with an available advocate. Writer transferred to EJ126.
Customer Incoming call: Customer seeks update on parts order by dealership, advised that promise date was for today, customer states to have recived a call from dealership where part was not recived, customer advised CA would fallow up next business day and call customer back.
Writer contacting Nash/SA is saying the part is due in today, If the part does not show up a call to CA will be made to expedite the part for the dealership.
Dialed 412-860-4782 was left a message that part for dash is due in today and if the part does not arrive CA will receive a call from the dealership to expedite.
***** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-08-01 @ 08:50
***** Customer Document Received *****
Customer Document Reviewed.
Begin Customer Message reviewed:
Good Morning....
I got the Jeep this morning, so far so good, but I only drove a few miles. Anyways the trim pieces did not come in which is probably a good thing so I can try it out for a few days to make sure everything is OK.
I did have another question that maybe you could check with the sales department at the dealer on. When I purchased the vehicle I was given a 3 year oil change / Tire Rotation Package. I have the slip signed by the sales manager stating I have it, but it is not registered in the system as me having it. I did mention it to Nash and he was going to see what he could do, but wasn t sure since it was from the sales side. If you are able to check on it I would appreciate it.
Thanks,
Adam
End of Reviewed Customer message
Begin Customer Message reviewed:
Just a quick update...Navigation still seems to be fine, but the remote start is not working as it should. I already talked to Nash and explained to him what it is/isn t doing. Basically when I remote start the vehicle it turns the climate control system off...so the remote start is kind of pointless. It will not either cool or warm up the vehicle.
The display even says climate control off. I can turn it on once I get in the vehicle, but the remote start is 100% useless if it can t cool off or warm up the vehicle.
End of Reviewed Customer message
Begin Customer Message reviewed:
I just talked to my sales rep and it appears the oil change package issue has been resolved...They said it was added to my VIN today...so no need to follow up on that.
Thanks
End of Reviewed Customer message

CA contacting SA/Nash is saying the parts are on order for the dash and have been expediting. SA is saying the customer was going to come in when he needed a oil change next. SA will call customer today with an update on parts being expedited.
Dialed [redacted] Left a message explaining the parts have been expedited and CA will contact the customer when part arrives.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted]7 FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Dialed [redacted]2 Spoke to Mr [redacted]b who stated he is on Vacation for the rest of the week. And will be making an appointment for the parts to be installed the week of 19th.
Writer spoke to Kim, Warranty Administrator. Dealer has requested assistance for payment of 3 repair orders. 7/12/13 labor for radio installation in the amount of $37.41, 7/31/13 labor for radio installation in the amount of $37.60 and 8/9/13 labor for PCM flash update in the amount of $18.71
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $0.00
Labor = $93.72
Total = $93.72
Co-pay = $0.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for repair pre-authorization. Include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletins D-11-19, D-13-03 or D-13-11
Please update CAIR when complete.
##################################
Begin Customer Message reviewed:
Hi...just wanted to let you know I talked to Nash and he stated the parts are not in yet. O not sure if there is some mis communication between parts etc...
Also wanted to follow up to see if you had any luck updating the warranty to a six year term?
Thanks
Adam
End of Reviewed Customer message
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer spoke to SA/Nash who is statign the Parts are in and he thought customer was waiting until he had oil change. But SA will contact the customer and see what he is wanting to do.
SA asked about rental as well and CA advised SA to contact the TS.
Customer is calling for an update on his case. Customer stated that last week when he contacted the dealership the parts were not available. Customer stated that he would like to know if the parts are available and when the repairs can be done. Writer advised that the SA has updated CA and advised that the parts are available. Customer would like to have an appt made. Writer advised that writer will contact the dealership and make an appt for the customer. Customer stated either 8/22 or 8/23 at 7:30am.
Writer spoke with Kate in the service department and set up an appt for the customer on 8/23 at 7:30am. Writer advised to put customer in a

rental while repairs take place.
Writer advised that customer has an appt on 8/23 at 7:30am and customer will be provided a rental. Writer advised that CA JP1353 will contact customer on 8/23
Begin Customer Message reviewed:
Hi Janeen:
Just wanted to update you...I do/did have a service appointment for Friday to get the trim pieces installed, but my work schedule changed so I will not be able to go to the dealer. I did send an email to the service department yesterday requesting to change the appointment to Monday August 26th. I didn t get confirmation from them yet, but I will NOT be taking it in this Friday. If you do talk to them please mention that I will not be taking it in. I did try to call yesterday, but was on hold for an extended period, thus the reason I just emailed them. So if you do talk to them please confirm they cancel my appointment for Friday and reschedule it for Monday if they have openings.
Thanks
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
I made appointment for 8:30am 8/26 and advised SA Nash you will want a rental.
Hope this is helpful.
End of Status Update
Writer contacted the dealership and made appointment for 8:30 am 8/26/2013.
Begin Customer Message reviewed:
That s wonderful!! Thank You....
End of Reviewed Customer message
Writter attemped to contact SA/Nash but was advised SA is off today, CA spoke to SA/Kate who stated customer reset appointment for 8/29/2013.
Begin Customer Message reviewed:
Hi:
Just wanted to update you, My car is going in Thursday for the trim pieces, I had to cancel yesterday due to travel for work.
Anyways there are a few other minor issues I will be brining up. Kim service manager is aware of some I sent her pictures.
I still have yet to hear from you about changing to extended warranty to a six year term. I will be in contact once all the trim pieces are replaced so that you can get the check mailed out to me. Can you please confirm you received the documents you needed to cut the check once everything has been fixed.
Thanks
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted],
Thanks for the update, I will follow up on thursday.
Have a great day.
End of Status Update
Writer contacting SA/Nash is stating the customer vehicle is in and the trim parts are being install. SA needed the TS number TA offer TS contact information.
Part # 68109987AE is needed to be ordered.
Begin Customer Message reviewed:
Hi:
The dealer replaced the trim pieces yesterday and everything seems to be good. There were some other issues, that they had to order parts for, but hopefully they won t take too long to come in. I told Nash the issues were not a big deal, so whenever they made it, they made it.
Just wanted to follow up on the reimbursement of a payment and also updating the extended warranty to a six year term. Please get back to me when you can.
Thanks,
[redacted]

End of Reviewed Customer message
[redacted] Left a message that the 5year service contract has already been place on the vehicle VIN and if customer is ok with cair being closed that the reimbursment for paymnet can be processed.
Begin Customer Message reviewed:
I just got your message, but I am in meetings most of the day so I can t take the call, sorry. As far as the payment I am fine with waiting until all issues are resolved. Not sure if you talked to Nash, but they ordered an air suspension control module and a new switch for the adaptive cruise control. Nash said both parts are on backorder, but he was going to see what he could do. I told him that there was no need to expedite them.
As far as the warranty, I got your message and do understand, but reading online I see that my warranty that you added could be extended when it is due to expire. I really would you appreciate if you could check with your manager on any other options to extend it. The milage term is fine, just would prefer the warranty to expire in 2019 instead of 2018.
End of Reviewed Customer message
Begin Customer Message reviewed:
Hi:
Just wanted to see if you are able to check on the status of the software update for the remote start system. Nash and the dealer is well aware of the problem and I was orginally told the software update for the HVAC module would be out late 2nd quarter or early 3rd quarter. It still has not been released yet which is very dissapointing since there is really no use in having a remote start if it won t either cool off or heat up the vehicle. Being that we will be coming into winter soon I would really like it to work as it was designed. Can you please check with your resources to see when the software update for teh HVAC module will be out.
Thanks
End of Reviewed Customer message
Begin Customer Message reviewed:
Hi:
Would appreciate a return call or email so I know you got my message and email.
Thanks,
[redacted]
End of Reviewed Customer message
Writer received the call from customer looking for his CM. Writer states JP1353 is on a call with another customer and would customer like to have the CM to contact him afterwards. Customer states it will be o.k. CM JP1353 is aware of the call back.
Begin Customer Message reviewed:
Hi...I called earlier and was told you would call me back. Just want to make sure you got the message. Really no new changes...Just waiting on the parts to come in for the Air Suspension and cruise control switch.
Also wanted to see what you found out about the update for the HVAC module which relates to the remote start issues. According to info I got that software update was released yesterday and is availiable at the dealers now.
thanls
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Yes, Sorry for not being free to speak with you.
Nash is not in the office( Dealership) today. Ihave sent a message to the tech Specialists to see when it is due to be released.
As soon as I get an answer I will advised you of my findings.
End of Status Update
TSB 24-002-13, released yesterday.
[redacted]atus update provided via email to the following email address:
[redacted]
Mr [redacted] Yes your are right a TSB was released yesterday.
End of Status Update
Begin Customer Message reviewed:

Nash is in the dealership today...well he was earlier at least. I tried to schedule with them and he just seemed annoyed and I don t want to annoy them anymore. Anyways the update is out. Was just released yesterday or today. I scheduled at appointment at another dealer online and would appreciate you give them a call as a heads up. Dealer is #1 Cochran in Natrona Heights. It is scheduled for Tuesday Sept 10th at 7:30 AM
TSB NUMBER: 24-002-13
DATE: 09/05/2013
MODELS: 2014 WK (vehicles equipped with Dual Zone Automatic Temperature Control (sales code HAF) built on or before July 30, 2013).
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
I will be happt to contact the dealership and speak with them. I called this afternoon for Nash and was advised he is not in.
End of Status Update
Begin Customer Message reviewed:
I did talk to him this morning maybe he was partial day, but anyways he really just ticked me off questioning me and stating he would find out before a customer would. Anyways you don t need to deal with that, just wasnt fond of the way I was treated and his unwillingness to schedule. Anyways once they get the two parts in that are needed i will prob deal with another dealer for my service needs.
Thanks. That is what I thought as I had the tsb document, but Nash said otherwise.
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Ok, I am sorry. But I do understand you going to another dealership.
End of Status Update
Begin Customer Message reviewed:
It s no problem. I m sure they are just annoyed with all the issues etc and if that s what they want another dealer can get my service and warranty work.
End of Reviewed Customer message
Begin Customer Message reviewed:
Please let me know once you talked to Cochran service to confirm my appointment for Tuesday and that they have the necessary software to update. Also not sure if this is possible and I don t want to cause more issues, but the two parts that are on order for my vehicle. Coud they be sent to a different dealer? If not i understand.
End of Reviewed Customer message
45570 COCHRAN CHRYSLER DODGE JEEP RAM 724-295-5000 writer called the dealership and no one answered the phone call. Disconnected the call.
Writer contacting SA / Darrell who is saying they need to see the vehicle to diagnose to make sure of all any any updates available. And because the parts are being replace as the tech at other dealership caused the damage. The repair would need to be done at that dealership.
Writer Dialed 4[redacted] Customer is saying the part is for air supspention and is on B/O at the dealership he no longers wants to deal with.
Customer also asked about a 6yr/150,00 service contract CA advised can not change as one has already been offered from Jeep. Customer then asked about upgrading it himself. Customer will contact Service contract and see if that is something that can be done.
Begin Customer Message reviewed:
Hi:
Some bad news..The vehicle Phone Requires service started popping up again yesterday. I called uconnect and opened a trouble ticket with them under 19669394-130909. I was hoping you could check on your side and I will bring up to the dealer tomorrow as well.
Thanks
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]

[redacted],
Let me look in to this.
End of Status Update
**********
Chris from 45570 called in stating vehicle is at his dealership now for TSB and RRT.
COCHRAN CHRYSLER DODGE JEEP RAM Chris/724-295-5000
**********
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Customer called in stating he has the vehicle back as the dealership has been advised to order another replacment radio( the 5 one) Customer is also stating the TSb did not repair the concern with the HVAC. As now with remote the device turns on but shuts off shortly after.
Call drop from customer.
Begin Customer Message reviewed:
Hi:
Not sure what happened to our call earlier, I am sorry. But anyways please continue to check with your tech specialists. Needess to say I am frustrated...between the remote start not working since day one, getting my 5th or 6th radio, air suspension issues I am more than annoyed.
I have been trying my best to be patient and understanding with this, but its getting crazy. While I realize my vehicle is drivable it is just a pain to continue to go back and forth into the dealer, get rental cars, move car seats etc.
Please review and see what else Chrysler is going to be able to do for me.
Thanks,
Adam
End of Reviewed Customer message
Customer is Called in saying the vehicle is only having trouble with the remote start and HVAC problem with the drivers door.
Writer attempting to contact SA/Nash, was asked for the part numbers of the two parts on order as well as the order num,ber. Nash will email them to jp1353.
Begin Customer Message reviewed:
NOT HAPPY!! Uconnect called me had me do some factory reset....Entire radio is locked up, no radio, no nav NOTHING!! A Terrill from Uconnect will be calling you. I am beyond frustrated now and want the vehicle replaced. Enough is enough....Please call me ASAP at [redacted] once you talk to Terrill.
End of Reviewed Customer message
Received a voice mail from a Terril Stanley from uconnect access Denver team asking for a return call.
Writer dialed 855-792-4241 Terril Stanley from uconnect access Denver team, is saying he has sent to the engineer as he has no idea what the concern. Terril is saying the radio is not locked up and says to start the vehicle but vehicle is running. Terril really has no idea what to do at this point. CA advised the TS will be contacted and to go ahead with contacting the engineer as customer is now requesting a by back or trade out of the vehicle.
**********
Part #159640AC & the order number is [redacted]
**********
Writer Dialed [redacted] Customer is frustrated and would like the dealership to reset his radio back to what it was and if not needs a rental of likeness to his vehicle.
Writer dialed 45570 COCHRAN CHRYSLER DODGE JEEP RAM 724-295-5000 and attempted to contact SA /Chris, SA Chris is going to contact the local Rental company and see if a like vehicle is available.
Status update provided via email to the following email address:
[redacted]

[redacted]
Chris at the dealership has the rental company looking for a rental for you. if they can can only find a vehicle (Car) with NAV will that be ok?
End of Status Update
Begin Customer Message reviewed:
It depends.
How long will it take for the new radio? If it will be weeks again then no. If the radio will be in by next week sure.
End of Reviewed Customer message
Begin Customer Message reviewed:
Hi, sorry if you get two responses..I responded from my phone, but didn t get confirmation that it went through...A car is fine IF the new radio will be and my vehicle back by next week. If it is going to be weeks again like the last time no, I want a similar size SUV with similar options. I know you understand, but I am making $500 plus car payments for a vehicle I can t enjoy or use. I am not going to make car payments and be driving around some small vehicle. I am not trying to be difficult, but this is just getting crazy.
I have been understanding I think for the most part, and I know the laws in Pennsylvania and I am way over what would be considered a lemon. I don t want to have to go that route, I love the vehicle just want it to function properly for more than a week. Let me know what Chris finds...He has my cell and can call me if needed.
Thanks
End of Reviewed Customer message
Writer contacted SA/chris who is saying he has not heard back from rental company as of Yet. But as soon as he does he will cALL THE ca.
Begin Customer Message reviewed:
Just an FYI....a Jane from Uconnect just called me and wanted me to try more things..I declined and stated I was working with the dealer and Chrysler directly on replacing the radio....So frustrating...
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
I have contacted uconnect and have asked for them to stop contacting for now untill we get a new radio in the vhiel.
End of Status Update
Writer contacting Terril from Uconnect Access from Denver office. Was asked to place a hold on this cair until the new replacement radio coming in.CA inquired about the apps the customer has and Terril stated the customer has a free trail until May 2014. Terril is willing to closed the ticket and if need be a return call can be made.
Begin Customer Message reviewed:
Thank You...Any word on a rental?
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Chris at the dealership is trying, I did call him back, and he at that time had not heard from the rental company but was going to call back, I manager of that rental company he deals with is off this week.
I had the ticket closed you had with Connect, I explained for them to please let us get the radio replaced and if need be I would call him back and he can reopen the ticket for you. I hope this is helpful for you.
End of Status Update
SA/Chris called and left a voice mail stating the rental company did not have any vehicle and SA is going to contact them 9/12 and see if they have any luck in getting a rental with Nav.
Status update provided via email to the following email address:
[redacted],
I spoke to SA Chis and as he is working on a rental with a NAV and seems to be having a issue getting one but is hoping the Manager of the rental company is in today and he is still working on it.
End of Status Update
Begin Customer Message reviewed:
Sounds good, thanks. Two things one weird, one good I wanted to bring

up. Yesterday on TWO occassions while driving home with nobody in front of me the Forward COllission warning system activated and started beeping like crazy...first time it ever went off..the 2nd time it actually applied the brakes, but there was not a car within 100 yards of me...little disturbing there...
2nd thing is I disconnected the battery on the vehicle for 10 min and low and behold when I connected it back up the radio was not 'locked' so it is back to where it was before uconnect talked with me yesterday....so maybe it will be fine for me to drive until the replacement radio comes in....
I am concerned though about the FCW system activating for no reason...could be a major safety issue if somebody would have been behind me when it put on the brakes...I was on the PA turnpike going 70 mph when it activated....
End of Reviewed Customer message
Writer dialed 724-295-9000 was wrong number rediaed 724-295-5000 SA/Chris was left a message explaining the customer disconnected the battery and the radio is back to where is was but now the FCW went off on its own twice and the second time it applied the brakes.
Radio is order from Dealer code 45570 Part# Z8190240AG Order number 0910U
Writer Dialed [redacted] contacted customer who is staying in his vehicle till the radio comes in unless the FCW has a problem again.
Part# Z8190240AG Order number 0910U
Begin Customer Message reviewed:
Morning!! Your favorite customer..haha..anyways another day another problem...Speedometer doesn t work...worked fine yesterday but today it doesn t...Well there is the option for it to display numeric which does work, but the tradional look for the spedometer doesn t work. Nothing displays on that which is what I normally use. I honestly know you are doing everything you can, but it seems like every day there is another problem. What else can we do? I can t continue to take the vehicle in, deal with rentals, swapping car seats etc etc....I honestly feel enough is enough and Chrysler needs to step up to the plate admit there are more serious issues with my particular Jeep and replace it. Please either email me or give me a call so we can discuss further.
Thanks
End of Reviewed Customer message
Begin Customer Message reviewed:
I took of video while driving of the speedometer if you need to see it please send me a link and I can upload the video so you have it for your records....
Thanks
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted].
I would recommend you take the vehicle in to the dealership.
End of Status Update
CallerMr. [redacted] requesting to speak with Case Manager.
Case manager not available, nic TP405
66380 took the call.
Writer took call from customer who will take vehicle back to the dealership on 9/14/ or 9/16 would like his CA to call the dealership to have the speedometer checked up on. Customer inquired about lemon law, writer explained could send to another CM for review, customer declined loves his vehicle just wants it fixed once and for all. Customer wouls like CA to call dealership to get something comparable for him like and SUV with navigation, writer advised would authorize a third party navigation if needed. Customer would like his CA to call him before EOB at [redacted]
Begin Customer Message reviewed:
I understand that is what you recommend, but I will not continue to take the vehicle in. They are unable to provide a similar rental and it is getting to be a pain in the a@# to continue to this. They can review the speedometer issues when I take it in for everything else. I just wanted to make you aware, but we need to get this escalated more. I am getting

sick and tired of this...
I talked with another rep a bit ago, and if you could call me today I would appreciate it. I will take my Jeep in on Monday, but want an SUV as a rental. It does not have to have nav, but if they have the portable Garmin system etc that would be fine. If not I will deal without having Nav, but with the number of issues and time the vehicle has been in the shop I honestly feel once this is resolved Chrysler needs to look into sending me the equivlent of two car payments. With the time, aggrivation I have spent on this, plus let alone the number of the days the Jeep as been at the dealer this is the least that can be done.
Thanks
End of Reviewed Customer message
Begin Customer Message reviewed:
Hi please confirm you got my message and that if arrangements are being made for a rental car for next week.
Thanks
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted],
I am contacting the dealership and I will let you know back. I will call you before the day is out.
End of Status Update
Writer contacting SA/Chris was advised to try and get the customer a rental for Monday and to let the customer know.
Begin Customer Message reviewed:
Thank You...I have to be at work early on Monday so I won t be able to drop it off until the afternoon.....
End of Reviewed Customer message
Dialed [redacted] customer was advised a rental will be ready and SA /Chris will contact him about the rental.
Begin Customer Message reviewed:
Hi. Hope you had a nice weekend. I talked with Chris yesterday and they are having issues still with a rental. They found a Patriot but that is too small. Also a Chrysler 200 but that s small as well. If you are able to approve a non Chrysler vehicle I m sure it will make it easier. He mentioned they had Ford Explorers etc.. If that s something you can do please let Chris know. He was hoping to find something for me by late Monday afternoon.
Also I didn t want to say anything but could you maybe mention that they are extra careful when replacing the radio? Don t want to deal with damage to the vehicle. Once was enough.
Thanks
[redacted]
End of Reviewed Customer message
All radio orders have been filled-returnign to JP1353 for folow up
Dialed 724-295-5000 SA/Chris no answer, redialed and asking about the radio coming in. SA/Chris is saying he spoke with Parts and the order was cancel saying a software order would take care of the concern, TS Dan has approved a replacement radio.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Dialed 724-295-5000 SA/Chris is out to lunch.
Status update provided via email to the following email address:
[redacted]
I placed a call to Chris this AM about the rental and he was waiting on a call back from the rental company. I just placed a call to him but he was in a meeting. I will keep trying to reach him.
End of Status Update
Begin Customer Message reviewed:
Ok thanks. I will need to know by 330 if I need to pick up today.
End of Reviewed Customer message
Dialed 724-295-5000 SA/Chris is saying the radio is ordered again.
Part # Z8190240AG Order # 0916s
Status update provided via email to the following email address:

[redacted]
Chris was in meetings and not sure if he missed a call from the rental company and is looking into this now.
End of Status Update
CAIR Customer: [redacted] calling to speak with CA JP1353 who was not available at this time but customer agreed to call back at [redacted]2 .
Writer dialed [redacted]2 Customer was called back and advised SA will be contacting the rental company and contact the customer with update.
Begin Customer Message reviewed:
Hi:
Just following up again if a rental car has been located. Please let me know again by 3:30 or so if I can pick up tonight. If not today due to my work schedule and after school activities with my kids I would NOT be able to get to the dealer until Friday.
Thanks
End of Reviewed Customer message
Dialed 724-295-5000 SA/Chris was out to lunch Sa Darrell is looking into this for CA. SA Darrell is stating SA / Chris is still working on the rental. And will contact customer around 1:30 pm.
Status update provided via email to the following email address:
[redacted]
Just spoke to Chris at the dealership and he will contact you with a vehicle or update around 130 pm today.
End of Status Update
Begin Customer Message reviewed:
Great thanks
End of Reviewed Customer message
Writer contacting SA/Chris is saying he found the customer a rental from another rental company and if the dealership can not submit through the TS CA will direct check the dealership for the rental of a chevy vehicle.
Customer: [redacted] calling to speak with any CA as JP1353 not available at this time. Call transferred to ext 66281.
Customer stated that he is upset that the he was put in a rental that is 8 years old and has 160,000 miles. Customer stated that he has only driven 5 miles and the vehicle sounds like its falling apart. Customer has requested that we find another rental for the customer especially if he is going to have it longer then a couple days. Writer advised that research will need to be done to see if there is another rental company that may have a rental that is in better shape for the customer. Customer stated that the SA did all they could. Customer would like his CA to contact him before contacting the dealership
Begin Customer Message reviewed:
Hi.
Please call me when you get in tomorrow. I called in and left a message....but I m not happy and I m sure Chris had no idea about the age, condition, miles etc. I do have a full size sedan...but it s a 2007 with 157000 miles on it. Yes I m being picky, but this is crazy. No rental company should be renting cars with this type of mileage. I told them I might need to take out of state on Friday, and they said we might need to swap vehicles as they are not comfortable with this car going far. Anyways if my jeep will be repaired by Friday fantastic. Otherwise I need a different car. I am not trying to act stuck up, but this is putting me over the edge. If Chris can t find a full size put me a mid size from enterprise. I will swap, juggle my schedule around to get kids where tet need to be in multiple trips.
I honestly hope you understand where I am coming from. Please give me a call in the am before you talk to Chris. I want to reiterate I don t think this is in any way his fault as I requested a full size sedan, but I expected it to be a newer model like enterprise has.
Thanks
End of Reviewed Customer message
Writer received call from Kim at dealer wishing to speak to Janeen about authorizations for repairs. Writer transfered to CA JP1353.

Writer received a call from SM Kim about claim payment CA advised Sm to contact the TS who worked with the SA for all the repairs to the radio.
Writer contacting SA/Chris, is saying he has address most of the customer concerns and is expecting the radio to be installed today as well. Sa was un aware of the age of the rental and feels really bad about that.
Writer dialed [redacted] Customer was apologizedto about the rental being a 2007 with 157000 miles on it but did have great news and the radio is due in today and Sa really feels like the repair will be done.
Customer is ok with staying in the rental but if his vehicle is staying later then friday morning the customer would like to swap out of the 2007 rental vehicle.
Dialed 724-295-5000 SA/Chris was advised customer is ok with the rental as long as the rental does not go past 9/20 Am.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Mr Milgrub called in saying he has picked up his vehicle and the remote start works but now the radio is displaying a message Can not log in-account locked.
CA will look into this can contact customer back.
Dialed 724-295-5000 SA/Chris was advised of the customer not being able to get parts of his radio to work. saying ( can not log in) account locked.SA is saying to have customer contact uconnect and if the customer wants to he can come by the dealership and do it. SA will fax over the receipts for the rental and a new account to sent a direct check to the dealership.
Writer dialed [redacted] and spoke to [redacted] and customer is comfortable with contacting Uconnect.
Begin Customer Message reviewed:
Hi:
I called Uconnect and they were clueless to say the least. They opened up a ticket again and said somebody would call me in 5-7 business days after reviewing the account etc. They did verify everything on the account and said the new radio WAS registered so they really are not sure why it is not working. I do not think it is hardware related, but still annoying as it was working prior to the radio being replaced. The ticket # uconnect gave me is: [redacted].
Thanks,
Adam
End of Reviewed Customer message
Begin Customer Message reviewed:
Its me again...OK after doing more research on my own since Uconnect was not very helpful I think it is an actual issue with the Mobile App for Ios (Apple) devices. I went on the unconnect site to submit my concerns, but I think it will be coming to Chysler and not Uconnect, so maybe if you have any contacts it would be helpful. This is speculation, but I believe that the mobile app for Iphones, Ipad s etc is NOT compatibile with the latest software from Apple Ios7. I installed the app on an Android Device and it worked properly. Issue is I use Apple devices and I am sure many other Chrysler owners do as well. Apple pushed out the new operating system yesterday to the devices and I didn t put two and two together until now. So if you have any contacts at Uconnect that would be great. We need to get in connect with the mobile app developers and advise them the application for Apple devices needs to be enhanced/upgraded to work with Ios7.
Thanks,
Adam
End of Reviewed Customer message
Writer contacting Uconnect 855-792-4241 asking to speak to Terlle and was advised he is not in the office at this time. Monica Supervisor is aware of of the Apple update but is not sure how it is going to affect the users or when an update on her end will be available to the users.
Status update provided via email to the following email address:
[redacted]
Mr. [redacted] I have contacted a supervisor with in uconnect to look into your concern and she is aware but has no answer at this time. But she is looking into it and will be contacting me back with an answer.

End of Status Update
Begin Customer Message reviewed:
Great, thank you
End of Reviewed Customer message
Writer took call from WA Janet. WA stated that they are having issues getting claim paid. Writer referred WA to TS that was working with dealership.
****** Below Customer Contacted for Documentation Request ******
eg704@chrysler.com on 2013-09-20 @ 10:28
***** Customer Document Received *****
Status update provided via email to the following email address:
[redacted]
Connect contacted me back and said to try UN install and re install. Then to power cycle off the phone. Hope this helps if not let me know.
Uconnect contacted me back and said to try un install and re install. Then to power cycle off the phone. Hope this helps if not let me know.
End of Status Update
Begin Customer Message reviewed:
Thank you, but I had tried all of that already. When I called Uconnect they advised me of all those steps and they were all tried and I still get 'Account Locked' try again in an hour. I really am thinking it is some compatibility issues between Ios7 and Uconnect. I have found several other customers posting comments on message boards with the same problem. Some even mentioned Uconnect is aware of the issue and is still looking into it.
On the bright side everything else with the radio has been working fine...
Thanks
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Uconnect is aware of it . And will be looking into it. glad all is good with the radio.
End of Status Update
Writer contacting SA/Nash, is saying the parts are all in but he would like it if the customer goes someplace else. The SA is saying the customer should have received a call like on Friday.
Begin Customer Message reviewed:
Uconnect pushed a software update out for Apple devices this weekend so the functionality from my phone is now working again....
Any update on the air suspension control module and switch yet?
Thanks
End of Reviewed Customer message
Dialed 724-295-5000 SA/Chris, is saying he would like to have the other dealership take care of the issue as his dealership did not diagnose the concern. But if the customer wants to work with his dealership to bring in and they would be happy to diagnose and resolve the issue.
Writer dialed 4[redacted] and spoke to[redacted], and explained that the parts are in.
Customer will contact the dealership to have the air suspension control module and switch installed.
Begin Customer Message reviewed:
Dropped the vehicle off at Cranberry this morning...Very weird and will def not be going back there. Pulled in, Nash asked for the keys and said enterprise was waiting. Did not say another word to me, so I can tell he is obviously upset about something, but whatever. Chris from Cochran has been so nice, understand and seems to actually care what I have to say. Nash on the other hand not a bit. So hopefully these two parts are installed with no issues today and all future work will be done at Cochran. Yeah it is kind of out of the way, but it is all about customer service and personality. Sad to say but Nash has none, doesn t seem to care at all. Kind of got that vibe from you as well when you said he is always busy when you call. Anyways if you hear anything regarding the vehicle today let me know. I am sure they will be in contact once they start working on it.

Thanks
End of Reviewed Customer message
Begin Customer Message reviewed:
Sorry to bother you, but have you heard from Nash or the dealer at all?
Just need to figure out if I need to get my car tonight or if I can go
pick up my kids....Thanks
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
On the phone with Nash now and he is saying the vehicle is repaired and
he is finishing the paper. I am Telling you instead of Nash OK ?
End of Status Update
Begin Customer Message reviewed:
Sure that s fine...I will be in to get it in an hour or so...Thank You...
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
I will call you back on 9/26 to make sure all if fine with the vehicle.
Unless you need something before then. The you can contact me back.
End of Status Update
Customer Document Reviewed.
Begin Customer Message reviewed:
Sounds good thank you!! I am really hopefull everything will be working
as designed...only took 5 months..ha...
Anyways I am hoping all is good and hoping you can review with mangement
possibly refunding me for two car payments due to the amount of time it
took for all issues to be resolved. I was orginally told in early July
that one payment would be refunded when we assumed everything was going
to be fixed by mid July....We are now at the end of September and I am
'hoping' all is good now...but took almost 10 weeks longer than we
expected. My car has been in service for well over 30 days, but the
countless hours talking with you, service departments, rental car
companies switching car seats etc...
If two payments can t be refunded if you could look into one payment and
possibly some service credits for oil changes, tire rotations etc...
Thanks,
[redacted]
End of Reviewed Customer message
****** Below Customer Contacted for Documentation Request ******
[redacted]
Writer dialed 4[redacted] and spoke to Mr [redacted] and offered to
reimburse for a full payment and a half for the total of $721.21.
customer will send in documents for proof of paid payment for 1/2 of
second payment.
**********
address on file is correct
**********
Customer was advised when reimbursement is sent cair will close customer
was fine with that.
**********
*****
***** Customer Document Received *****
Begin Customer Message reviewed:
appears there is an issue currently..I am trying to send the documents
you requested, but get this:
We are facing technical difficulties right now. Kindly Try another time
I will try again later...
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Ok , if you need the link resent. Just send me an email or cal and I will
get one resent.
End of Status Update
Status update provided via email to the following email address:
[redacted]

[redacted],
Yes I did received the proof of payment. Again thanks for working with me. And thanks for being Part of the Jeep Family.
End of Status Update
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
reimbursement for vehicle payments
If this is a Recall or Extended Warranty, enter the campaign number.
If this is for a previously made goodwill decision, what is that CAIR #?
Enter the Mileage at the time of the repair.
5331
Enter the Date when the repairs were completed.
What is the total cost of the Parts to be reimbursed?
What is the total cost of the Labor to be reimbursed?
What is the total Tax to be reimbursed?
What is the total amount being reimbursed?
781.21
****End structured narrative T2 - eReimbursement

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG7 | EC[redacted] | ***Open Date*** | 07/02/2013 | ***Built Date*** | 05/24/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 06/08/2013 | ***Mileage*** | 800 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 44781 | DANBURY DODGE | | | |
| ***Dealer Address*** | 100B FEDERAL ROAD | | | | |
| ***Dealer City*** | DANBURY | ***Dealer State*** | CT | ***Dealer Zip*** | 06810 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | NEW FAIRFIELD CT [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | Customer states the adaptive cruise control is not working properly. |
| Corporate - CNA Change - Default - Default - Default | Update to coin. |

Briefly summarize why the customer is contacting Chrysler: The customer called and stated his adaptive cruise control feature is not working properly. The customer stated the selection for near or far for the setting is not working correctly and will not save. The customer stated the dealership has performed an update once and it did not resolve the issue. The customer was advised to allow the dealership another try to fix this problem and that his concerns will be documented.
Briefly summarize what the customer is expecting: Seeking to resolve and document an issue with his adaptive cruise control and settings.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ0 | EC[redacted] | ***Open Date*** | 07/03/2013 | ***Built Date*** | 05/08/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/17/2013 | ***Mileage*** | 465 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 23578 | FIELDS CHRYSLER JEEP DODGE | | | |
| ***Dealer Address*** | 670 W FRONTAGE RD | | | | |
| ***Dealer City*** | NORTHFIELD | ***Dealer State*** | IL | ***Dealer Zip*** | 0093 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | NORTHBROOK IL[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Third Call Attempt | Third Call Attempt - Outbound Contact Complete. |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |

CQI Survey Record Received - DATE : 07/03/2013
Survey Number : 1666778
Quality Survey ID Number: [redacted]
Survey Date : 07/01/2013
VIN Last 8 : EC[redacted]
CQI Comments : Transmission, interior design, quality control.
* * * * * CASE MANAGER TEAM - District P * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted]
***Summary of Survey***
Customer states had to have the front axel replaced with 300 miles on his SRT which was kind of shocking to the Customer. Customer states the concern was fixed after a week in the shop. Customer states in auto shift mode, the shifts are rough to the point the Customer s head jerks back and forth. Customer states in order to alleviate this concern, he needs to go into sport shifting mode instead of auto shift. Customer states it seems odd that the default auto mode should be so completely different than the sport mode. Customer states he enjoys his vehicle, but that it is too rough around the edges for most people. Customer states when he is parked in his darkened garage and backing out during the daylight hours, the auto headlight switch turns on the headlights (which is fine) but also dims the rearview camera screen so much that I have to wait several seconds for it to detect daylight again and brighten back up or if the Customer is in more of a hurry, Customer states has to turn off the headlights manually so that he can see behind again. Customer states there should be some way to force the rearview camera screen to stay brightly lit when simply backing out of a garage. Customer states with

the Collision Avoidance System, there are too many false alarms. Customer states when a car ahead is turning out of his lane and slowing down the system overreacts with beeps and hard braking even when the Customer has turned off the warning system in the menus. Customer states this is a huge problem and is very annoying and jarring to have the car goes into emergency mode when there s nothing to freak out about. Customer states does not like the white stitching on the upper part of the dashboard. Customer states that it creates a visual distraction for the driver on the windshield due to the reflection. Customer states he attempted to deal with it and look past the concern, without success. Customer states he used a Sharpie and colored the stitching black, which alleviated the concern. Customer feels this is a shameful and careless design due to interfering with the Driver s view through the windshield. Customer states he took delivery of the vehicle and immediately noticed that the small speaker covers on the left and right did not match. Customer states the speaker on the right was silver with small holes and the one on the left was solid black with larger holes. Customer states this is careless assembly and quality control. Customer states the check engine light came on and the Dealer said there was a fluid leak. Customer states the Dealer fixed that and the front axel at the same time. Customer states the SRT is a large improvement in some ways over the 2013 he used to own, but it has some large concerns that should have been addressed prior to production and during assembly. Customer states the vehicle has a great engine and electronics. Customer feels the vehicle has a cool interior design.
2nd attempt made to contact customer at [redacted]. Left message advising Writer s contact phone number 1-800-763-8422 Ext. 66032. Writer advised would attempt to contact the Customer one more time on 07/08 prior to case closure.
Writer called Dealer 23578 at 847-446-5100. Spoke to Service Advisor Ken. Writer inquired if the Dealer had any additional contact phone numbers for the Customer. SA advised the only contact phone number available is [redacted] Writer thanked SA for the information.
3rd attempt made to contact customer at [redacted]. Left message advising that the survey case would be closing today due to this being the third call attempt. Writer advised if the Customer would like assistance with his concerns through Jeep Customer Care, he can always contact us at any time at contact phone number 1-877-426-5337.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEJT4 | EC[redacted] | ***Open Date*** | 07/05/2013 | ***Built Date*** | 05/31/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 06/13/2013 | ***Mileage*** | 75 | ***Dealer Zone*** | 66 | RLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60458 | FITZGERALD'S COUNTRYSIDE CHRYSLER | | | |
| ***Dealer Address*** | 28253 US HIGHWAY 19 N | | | | |
| ***Dealer City*** | CLEARWATER | ***Dealer State*** | F | ***Dealer Zip*** | 33761 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | TAMPA FL[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - Default - Default - Default | screen reads vehicle phone needs servicing |
| Product - Electrical - uConnect Cellular System - USB Port Functionality - Default | screen reads vehicle phone needs servicing |

Briefly summarize why the customer is contacting Chrysler:customer states his u connect system screen reads vehicle phone needs servicing , he wants to know what this means.
Briefly summarize what the customer is expecting: u connect error information
Agent placed customer on hold, to look for information and attempt to contact u connect
Call was lost, agent attempted to call customer and received busy signal at [redacted]
Customer called in again. Customer had a message that read vehicle phone requires service 911 and then called this number. Now the screen says transferring vehicle information. Transferred to Uconnect team Jason.
****uConnect Case Management****
Agent advised customer vehicle called us advising that the 911 needs service. CM took over call. Customer advised if he has to bring the vehicle into the dealership this will be the third time in 1044 miles. Customer stated the dealership just put a massive update on his UConnect. CM advised this is probably not related as this might be hardware related. CM advised customer vehicle needs to be diagnosed by a dealership. Customer stated he cannot make an appointment right now as he does not know what his schedule is like but wants CM to call and let them know he will be bringing the vehicle back in. Customer stated he wanted CM to email him CM s contact information. CM advised will follow up with customer one week from today on Friday July 12th.
Status update provided via email to the following email address:
[redacted]
My name is Jason and I have been assigned as your UConnect Case Manager.

Here is some information that will be helpful for you to have:
Your case number is listed above.
The UConnect Case Management telephone number is: 1-877-855-8400.
My direct extension: 4718554.
My work hours are: 8:15am - 4:30pm Eastern Time Monday - Friday.
As per our conversation earlier today please find above my contact information. I will follow up with you and the dealership one week from today on Julu 12th to see what the diagnosis was and what we are doing for you. If you have any further questions or concerns in the meantime please use the above information to contact me.
End of Status Update
DEALER UPDATE - CM contacted dealer 60458 at 727-437-0775 and spoke with SM Jaime. SM Jaime advised customer was having this problem before the update was applied. SM Jaime advised they could not pull any codes off the vehicle and can t duplicate the problem. CM advised in past experiences it has been a loose connection or a module that has gone inside the radio. SM Jaime advised at what point are they supposed to replace something. CM advised CM cannot tell SM Jaime what to do however at this point then a STAR case should be opened and have them advise what to do. SM Jaime advised would open STAR case. CM advised would follow up one week from today.
CM allowing time for diagnosis to be completed.
CUSTOMER CONTACT - CM received call from customer. Customer stated they replaced the radio yesterday and there zero changes. Customer stated this time they were able to duplicate it with 3 different people.
Customer stated it definitely is interacting with the braking system and adaptive cruise. Customer stated the entire radio will reboot. Customer stated it reboots while driving and is very random. Customer stated the navigation has completely lost customer location. Customer stated the navigation has put customer in water going in the right direction.
Customer stated all of these issues occurred no matter what state the vehicle is in, driving or in park. Customer stated the seat settings will change however nothing else will. Customer stated this started occurring within 2-3 days of taking possession of the vehicle. Customer stated there was a note in the system for a 4gig update to the UConnect system. Customer stated they did a reboot with the new computer system.
Customer stated he is scared to drive the vehicle. Customer stated dealership was going to look further into the issue and might need to put customer in a rental. Customer stated they offered him a Dodge Avenger with 50k miles on it or a low level Chrysler 200. Customer stated he bought a 50 thousand dollar vehicle and expects to get a better rental then that. Customer stated when he owned a Ford Escape and had issues the dealership gave him a Ford Escape Rental. Customer stated that is what he expects from Chrysler. Customer stated the dealership is talking with the regional person today or tomorrow. Customer stated he is upset that when STAR is contacted it takes a day or more for a response. Customer stated where is at right now is he does not trust any of the forums unless he has met the person in person. Customer stated he did not want to work with CM any longer. Customer stated it was no reflection on what CM has or has not done however customer wants to try and cut out the middle man. Customer stated he wants to be put in direct contact with STAR. CM advised this is not possible as CM talks to dealership and dealership talks to STAR. Customer advised he is staying clam through this and between customer and myself customer advised he has worked with equipment in the past and knows what's going on. Customer stated when he got the error message on the phone the first individual he spoke with hung up on him. Customer stated he was upset however did not cuss or anything. Customer stated he wants CM to look into this for him. CM advised would forward information to appropriate sources. CM advised customer at this time case will be closed since customer advised does not want to work with CM any more. Customer stated he wants case to remain open so that he can cover all his bases and contact CM back when he wants to add things to the file. CM advised if case is to remain open then CM will be in contact with dealership and will touch base with customer next week. Customer stated this was okay.
DEALER UPDATE - CM contacted dealer 60458 at 727-437-0775 and spoke with

SM Jaime. CM advised looking for an update and what we are going to do next for customer. SM Jaime advised she is not very versed with this unit. SM Jaime advised they took customer to another brand new vehicle that was the same as the customer and it was not doing the same things that the customer s vehicle was doing. SM Jaime advised the customer is giving her deadlines. SM Jaime advised it is taking STAR 23 hours to respond which is not to the customer s liking. SM Jaime advised the customer had some complaints about the back up camera and how it beeps and how he wants that to stop. CM advised SM Jaime that STAR needs to be updated with all this information. CM advised SM Jaime STAR needs to be kept in the loop as to what is going on and to be able to give directions. SM Jaime advised she is fine contacting STAR again. SM Jaime advised she is getting a lot of calls and issues with these radios. CM advised they are new radios with new technology and software and are going to have issues out of the gate. CM advised the other line of radios is older and has had time to work out the kinks. CM and SM Jaime discussed customer s concerns over a rental. SM Jaime advised she can t get customer the specific rental that he wants. CM advised CM cannot authorized a specific vehicle either. SM Jaime advised at this point the customer is making demands of the dealership. CM advised to update STAR and provided CM s contact information for contact. SM Jaime advised would update STAR right now. CM will follow up on Monday July 15th to see response from STAR.
DEALER UPDATE - CM contacted dealer 60458 at 727-437-0775. CM was advised that SM Jaime is out of the office until Thursday and CM would need to call back on Thursday July 18th to get any updates from STAR regarding this customer.
Customer called in requesting to find out the Star Case that was created for their vehicle. Agent advised the customer that the Star case was 60292843
DEALER UPDATE - CM contacted dealer 60458 at 727-437-0775 and received SM Jaime s voicemail. CM left message advising doing follow up for customer. CM advised CM is looking for any updates on STAR case. CM provided CM s contact information and requested a callback.
DEALER UPDATE - CM contacted dealer 60458 at 727-437-0775 and spoke with SM Jaime. SM Jaime advised the customer is there and has been for an hour and a half. SM Jaime advised the customer is apparently a programmer of some sort and that he is not dumb. SM Jaime advised apparently he has been on some type of forums with some type of engineer. SM Jaime advised the customer feels as though the radio does not operate the same as the stock unit. SM Jaime advised she wants somebody sent out to the dealership to deal with this customer. SM Jaime advised when the customer checkmarks a setting it does not stay. SM Jaime advised the settings do not always stay. SM Jaime advised the customer set the checkmark on the forward collision. SM Jaime advised it set and held it, turned off the vehicle waited 2 minutes and the checkmarks do not stay. SM Jaime passed the phone to customer. Customer stated when they set the settings they seem to return to 1 or 2. Customer stated it s not keeping the remote start of the VOB to unlock it or the handles. Customer stated he is able to set 1 or 2 and the seat settings did work and move. Customer stated the way the engineer explained it to him was because of cost and design, if the customer remote starts the vehicle it will go to a neutral setting no matter what customer had it set at. Customer stated the key VOBS do not recognize the preset settings that he has in his radio. Customer stated he had to go get driving and requested CM contact him back.
CUSTOMER UPDATE - CM contacted customer at [redacted] Customer stated when he has the UConnect on and presses the driver assist mode. Customer stated the tilt mirror option does not stay on. Customer stated it comes on, he touches nothing in the car, in about 15 seconds the checkmark turns off. Customer stated the same thing is happening in the forward collision. Customer stated the sound and display settings are also not staying. Customer stated the sound and display section will also not stay to the settings customer selected. Customer stated his complaints with the remote start is separate from my problems with the pushing a checkmark all on its own.

Customer stated the problem is with the software. Customer stated he purchased an Overland Summit with the towing package. Customer stated it s supposed to have every feature that is available. Customer stated it s the top of the line without being an SRT. Customer stated it does have tilt mirrors. Customer stated it does have the easy/entry exit feature. Customer stated the sensors in the front and the back and it has side warning sensors.
Customer stated the main issues are the below features are unchecking themselves:
Tilt Mirror
Forward Collison Warning
Lights and sound display for the parking sensor
Customer stated this has been happening even before the radio was replaced. Customer stated he does not feel safe driving the vehicle as he feels some of the features and software are used in emergency braking conditions and customer feels they might not work properly. Customer stated this is the 3rd attempt within 15 days for lemon law. We re on day 11. Customer stated he is paying 48k for a vehicle that he does not currently have possession of. Customer stated the dealership currently has the vehicle.
CM advised customer would do research and speak with SM Jaime and make sure the STAR case gets updated. CM advised would be in touch in the next couple of days.
DEALER UPDATE - CM contacted dealer 60458 at 727-437-0775 and spoke with SM Jaime. CM advised SM Jaime CM was speaking with customer. CM advised SM Jaime that the main issue is the options that uncheck themselves. CM advised SM Jaime that the preset is tied to the vehicle not the key and that he would not be able to set different presets to different keys. CM advised using the remote start is only going to turn the vehicle on with neutral climate control and nothing else. CM advised the when putting the key in and turning the vehicle on should only control the climate and the seat settings. CM advised the radio stations will not change by themselves. CM advised STAR needs to be updated with the new information about the options unchecking themselves. CM advised this was happening before the radio was replaced and is now happening with the new software. CM advised would follow up in a couple days after doing research.
DEALER UPDATE - CM contacted dealer 60458 at 727-437-0775 and received SM Jaime s voicemail. CM left message advising STAR case has been updated and CM is wondering if customer has been contacted. CM provided CM s contact information.
DEALER CONTACT - CM was contacted by SM Jaime. SM Jaime advised SM Jaime advised the module STAR wanted them to replace was on backorder so they took the module out of a like vehicle and installed it in the customer s. SM Jaime advised the issue is still unresolved. SM Jaime advised she updated STAR with this information and is waiting for a response from them. SM Jaime advised customer refuses to take his vehicle off the lot and is actively pursuing Lemon Law at this time. CM advised would follow up with SM Jaime in a couple days to see what STAR s response is. CM to contact customer to follow up.
CUSTOMER UPDATE - CM contacted customer at [redacted] CM received voicemail. CM left message advising customer CM has been in contact with SM Jaime and CM wishes to discuss issue further with customer. CM provided CM s contact information and requested a call back.
CUSTOMER CONTACT - CM received call from customer. CM advised customer CM spoke with SM Jaime and CM is informed on the repair of the vehicle and the fact that it did not work. Customer stated today would have been the 5th attempt to fix the vehicle. Customer stated there have been no significant changes in the state of the vehicle. Customer stated they attempted to change out the module and there is no change. Customer stated he can see it in the eyes of the service members at the dealership that they do not know what is going on with the vehicle. Customer stated he does not think it is going to get better at this point. Customer stated he is tired of the months of not having his vehicle. Customer stated he is actively pursuing lemon law at this time. Customer stated he has submitted the paper work at this time. CM advised at this time CM can forward information to our Lemon Law department who will talk to

customer about this procedure or CM has to close the case. CM advised since customer is pursuing Lemon Law CM can no longer work the case for customer. Customer requested case be forwarded to Lemon Law department. CM apologized for situation and thanked customer for his time.
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: N/A
Who has possession of the vehicle? Dealer
Is this a request for Lemon Law, buy-back or replacement? Lemon law
Reassigned to 91L
********** 91L Review **********
I spoke with Service Advisor Doug at Fitzgerald s Countryside CJD who provided service history for the customer
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
***Aleshia Wallace with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request they contact Aleshia Wallace at 888-542-7239, extension 430. Thank you. ***
Contacted the customer to complete initial call. customer requested a call back in 15 mins.
Contacted the customer to complete initial call. Customer advised that he has a list of concerns with the vehicle, nut main concerns are with navigation not working properly, 911 service messages, a/c not coming automatically on when using remote start, key fob not recognized. Customer advised that since the vehicle has been in on last visit, he has received 3 calls and made 3 trips to the dealer, being advised it was repaired, and when testing in the parking lot, it was not repaired. Apologized to the customer as I understand his frustrations and concerns. Advised that I would like to review with dealer service history and also get escalated technical assistance involved. Customer advised that according to the dealer there has already been escalated assistance involved. Advised the customer I will review with dealer and follow=up no later than 7/30. Advised the customer I will be unavailable 7/25-7/29.
Contacted Fitzgerald s Countryside Chrysler Jeep, left message for Doug Service Advisor, requesting return call as Jamie Burger, service Manager, was unavailable. initial call needs to be completed.
*** If the customer should call, please request they contact Aleshia Wallace at 888-542-7239, extension 430. Thank you. ***
Contacted Fitzgerald s Countryside Chrysler Jeep, Jamie Burger, service Manager, was unavailable, Left message.
Received a call back from Jaime, Service Manager who advised that the customer is refusing to pick up vehicle as he feels it is a safety concern. Jamie advised she has been waiting on an update since STAR case was supposed to be escalated to FTS. Jaime advised on 2 repairs on file and one current RO, which is still open. Jamie advised that AM DJK18 was aware of customers case and now AM is WFS3. Jamie advised that the customer is done and has advised them that he will be seeking Lemon Law. Advised Jamie I would look into escalating the STAR case and follow-up.
Contacted Jamie, Service Manager at Fitzgerald s Countryside Chrysler Jeep. left voicemail advising that I will not be able to escalate the STAR case, as I will be digressing from case.
*** If the customer should call, please request they contact Aleshia Wallace at 888-542-7239, extension 2158. Thank you. ***

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT7 | EC[redacted] | ***Open Date*** | 07/15/2013 | ***Built Date*** | 02/05/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/16/2013 | ***Mileage*** | 3,200 | ***Dealer Zone*** | | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | HIGH POINT NC[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Trip Computer / EVIC - Other - Default | EVIC flashes 'BRAKES' - vehicle then brakes - no reason |
| Referral - Other - Default - Default - Default | Referred to dealer for diagnosis |
| Product - Wheels and Tires - Wheels - Other - Unknown | Vehicle has alignment issue |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
VEHICLE BRAKING FOR NO REASON
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***** CUSTOMER EMAIL *****
I have copied and pasted below the letter I have written to the dealership that is servicing my vehicle, to be given once I drop my vehicle off on Monday 07/15/2013. I have been to the dealership multiple times for the aligning situation but have had this BRAKING issue for about two weeks. I m going to try this one last time but if nothing is corrected I m going to file a complaint with National Highway Safety Traffic Commission (NHSTF) and obtain a lawyer to look into the NC lemon law for having to bring my vehicle into the shop multiple times for the same problem without resolution. To: Kernersville Jeep Regards: 2014 Jeep Grand Cherokee Issue: 1. HUGE ISSUE – Four times now, as I'm driving down the road, the dashboard has lite up "BRAKE" in red and the vehicle will start braking for NO REASON. I will NOT have the cruise control on and two of the four times, there were NO cars around me. This would seem to be a huge safety hazard for myself and other drivers on the road. I have brought the car into the shop twice for alignment issues, which have been corrected and, as well, brought up the defect issue once. I have contacted Chrysler Jeep directly about this problem and they have recorded the issue. I'm being told to call them once I drop the car off and they will contact you. As well, they have informed me to tell you that if you could not find the root cause of the issue that they should be contacted. Thanks! [redacted]
[redacted] High Point, NC [redacted]
***** END OF CUSTOMER EMAIL *****
***** PLEASE REFER TO CAIR: [redacted] *****
***** CAC EMAIL *****
Dear C[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message. Should the dealership be

unable to diagnose the issue and have it corrected, we have a special team of engineers and technicians known as 'STAR'. Should the dealership be unable to diagnose or correct the issue, we can dispatch this team to have the vehicle thoroughly inspected and diagnosed.
If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-877-IAM-JEEP (426-5337).
Thanks again for your email.
Sincerely,
Tyler
Customer Service Representative
Jeep Customer Assistance Center
***** END OF CAC EMAIL *****
Customer called in stating that the dealership stated they could not duplicate the issue. Agent called the dealership to see if they contacted STAR for the customer, but the service deptartment was closed so agent advised the customer of the case number and advised the customer to call the dealer to see what Star has advised and if he had any other issues an agent would be able to address the issue further at that time.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT7 | EC[redacted] | **Open Date** | 07/16/2013 | **Built Date** | 02/05/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/16/2013 | **Mileage** | 3,200 | **Dealer Zone** | 66 | ORLANDO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 44311 | KERNERSVILLE CHRYSLER DODGE LLC | | | |
| **Dealer Address** | 950 HIGHWAY 66 SOUTH | | | | |
| **Dealer City** | KERNERSVILLE | **Dealer State** | NC | **Dealer Zip** | 27284 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted]T | **Home Phone** | [redacted] |
| | HIGH POINT NC [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - Default - Default - Default | vehicle brakes without driver input |
| Product - Brakes - Unknown - Other - Unknown | vehicle brakes without driver input |

Briefly summarize why the customer is contacting Chrysler: Customer states that his ongoing symptoms with his braking system has just happened again this morning after he has been to the dealer yesterday. Again customer said that the EVIC shows a message stating 'brake' and then the vehicle starts to lose propulsion as if braking on its own.
Briefly summarize what the customer is expecting: Writer contacted dealer and reached SA Tom at Kernersville CJD. Tom stated that this week was the first time they have been made aware of this issue and that, as of yet, they have been unable to duplicate the condition. Tom suggested that the customer bring in the vehicle at his convenience to the dealer and that, when he does, he should leave the vehicle running to enable the service techs to review what s going on under real time conditions. Writer returned to customer with this suggestion. Customer indicated that dropping by the dealer with the vehicle involves some inconvenience. Customer states that he has brought it in for servicing four times and he wants some resolution on this given the seriousness of the problem. Writer indicated that his vehicle file will be escalated to a case manager to further assist the dealer in pinpointing the root cause and resolving the concern.
Customer advised a call back is required and will take place within one 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: [redacted]
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code?
Kernersville CJD 44311
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District M * * * * * *

Vehicle history: I
Vehicle under warranty: yes
Service contract: yes
Status update provided via email to the following email address:
[redacted]
My name is Roxana and I have been assigned as your Case Manager.
Here is some information that may be helpful for you:
Your case number: [redacted]7
Chrysler Case Management telephone number: 800-763-8422.
My extension is: 66127
My work hours are: 10:00 AM to 6:30 PM EST, Monday-Friday.
I will be in contact with you as soon as I review the diagnosis of your vehicle with the service manager at the local dealership. Thank you for your patience while we attempt to resolve this problem for you.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed[redacted]
Writer spoke with customer. Customer stated is having a problem with this vehicle and the dealership is not able to resolve the problem. Customer stated does not want to take the vehicle back to the dealership because he already took it 6 times is they were not able to do anything. Customer stated wants Lemon law. Writer stated will get an additional case manager and customer will be contact within 2 business days.
Customer was advised that due to the nature of their request a call back is required and will take place within one to two business days.
Preferred call back number is[redacted].
Who has possession of the vehicle? Owner
Is this a request for Lemon Law, buy-back, or replacement? Yes
Customer called back and stated that the vehicle is breaking down too much and that he requested lemon law. Agent advised the customer that a case manager will be in touch with him within 2 business days as stated by the previous agent.
********** 91L Review **********
Both selling and repairing dealerships stated that the vehicle has not been in for this issue until the repair attempt that is currently going on
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
*** Latasha Evans x475 with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Latasha Evans at 888-542-7239, extension 475. Thank you.
***
Spoke with customer informed me of the braking issues he has had with his vehicle. Customer stated that he will be driving and the vehicle will automatically start applying pressure to the brakes and on the dash it will state alert brake. Customer stated this is dangerous and he is afraid he may be rear-ended. Customer stated this is the only issue he is having with the vehicle. Informed customer I will follow-up with the dealership tomorrow 7/18/13 to see if they have a data recorder to put in the vehicle. Apologized to customer for the inconvenience. Apologized to customer for the inconvenience, as I can certainly understand his/her frustration and/or concerns. Advised customer that his case has been forwarded to me for Special Handling to assist with vehicle repair per the Terms of the Warranty, including Escalated Technical assistance, parts expediting and Rental authorization if necessary. Advised customer that I would like to review his case with the Dealer and will call him back as soon as a plan of action has been assessed towards a resolve, if he/she would allow me the opportunity to do so. Customer accepted my offer and was satisfied with plan of action. Customer had a pleasant demeanor during the call and expects to hear back from me by 7/18/13.
Spoke with Service Advisor Laurie regarding the braking issue customer has been experience. She did inform me they have not been able to duplicate the customer s concern. Inquired if they are able to put a data recorder in the vehicle and when can the customer bring the vehicle in, stated she would need to speak with her Service Manager John Powell and she will have him contact me, provided her my contact information and

thanked her for her time.
Left voicemail for Service Advisor Laurie, requested a return phone call and provided my contact information. Advised I spoke with her 7/18/13 and she advised she would have her Service Manager John Powell give me a return phone call advised I have not heard back from him or her.
Left voicemail for Service Director John Powell requested a return phone call, provided my contact information. Informed him of the issue the customer is experiencing. Did advise I contacted Service Advisor Laurie on Thursday 7/18/13 and I was informed she was going to provide him my contact information and he would follow-up with me regarding the data recorder. Thanked him for his time.
Email Correspondence to Customer:
Good Afternoon,
This is LaTasha with Chrysler your case manager, I have tried to reach you on [redacted] and was not able to leave a voicemail due to your voicemail has not been set-up. I wanted to provide you an update on the status of your case. I have contacted the dealership 3 times and I am waiting for a return phone call from the Service Director John Powell regarding the data recorder. On 7/18/13 I spoke with Service Advisor Laurie who stated she would have to escalate my request to her Service Director John. I am yet to hear back from either one and I have left both messages today. I will allow them time to respond to my request and give me a call once I have an update I will contact you in the meantime if you need me please contact me @ 214-583-2152. Thank you for your patience.
Left voicemail for Service Director John Powell requested a return phone call and provided my contact information. Informed him I left him a voicemail on Monday 7/22/13 regarding the customer s vehicle concerns. Informed him I am with Chrysler and customer s case has been escalated up to me for special handling. Inquired on data recorder to be placed in the vehicle. Thanked him for his time.
Left voicemail for Service Advisor Laurie requested a return phone call, informed her I spoke with her on Thursday 7/18/13 and she advised she would have the Service Director John Powell contact me regarding my request. Informed her I have not heard back from him or her regarding the customer s vehicle concerned. Requested a return phone call at her earliest convenience. Provided my contact information and thanked her for her time.
Called customer @ [redacted] unable to leave a voice message due to voicemail is not set-up. Emailed customer on 7/22/13 email (brothersca@emailatstate.edu) was returned. If customer calls in please update the email address and provide customer my contact information toll free # 1-888-542-3475 extension 2152. Will follow-up with customer on 7/26/13.
Received voicemail from Service Director John Powell, returned his phone call and received voicemail. Left message requested a return phone call and thanked him for his time.
Left voicemail for Service Director John Powell requested a returned phone call inquired on the status of data recorder. Thanked him for his time.
Spoke with customer informed him I have tried to reach Service Manager John Powell and we have been playing a little phone tag. Inquired if he has heard from the dealership and customer stated no. Also, stated he hasn t had any brake issues since we last spoke on 7/17/13. Informed customer I have also tried to reach him and I was not able to leave a voice message because his voicemail was not set-up, advised I emailed him and it was returned. Customer stated he just set-up his voicemail and now I should be able to leave him a message if need be. He also provided me the correct email address [redacted].state.edu thanked customer for the updated information. Customer also stated he would be willing to go to another dealership, advised him if I don t hear back from current dealership by Monday 7/29/13 we try another dealership. Customer had pleasant demeanor. Thanked customer for his patience and his time.
Left voicemail for Service Manager John Powell requested a return phone call and inquired if he will be able to put a data recorder on the customer s vehicle. Thanked him for his time.
Left voicemail for Service Manager John Powell requested a return phone

call. Provided my contact information and thanked him for his time.
Spoke with customer advised him I have been unable to speak with Service Director John Powell regarding the data recorder. Inquired if customer is willing to try another dealership, customer stated he would be ok with that. Informed him the closest dealership to him is Ilderton Dodge Chrysler located @ 701 S. Main St. High Point, NC 27260. Customer stated he knows where the dealership is located. Informed customer let me contact the dealership to see if they have a data recorder and will call him back with an update. Thanked the customer for his patience.
Contacted IIdeton Dodge Chrysler @ 336-841-6100 left voice message for Service Manager Bob Shore inquired on a data recorder and explained customer s concern. Provided my contact information and thanked him for his time.
Left voicemail for Service Director John Powell requested a return phone call and inquired on customer s RO history and if he will be able to put a data recorder on the customer s vehicle. Provided my contact information. Thanked him for his time.
Contacted IIdeton Dodge Chrysler @ 336-841-6100 left voice message for Service Manager Bob Shore inquired on a data recorder and explained customer s concern. Provided my contact information and thanked him for his time.
Emailed Area Manager JAH175 for assistance.
Spoke with Service Manager John informed him of customer s concerns. He stated that they were unable to duplicate the customer s issue. I inquired on a data recorder he stated they only have one and it is currently in another customer s vehicle and he is not sure if the data recorder is compatible with the 2014 vehicles. Also, stated it would only state the brakes were applied and wouldn t tell you why. Inquired on what is his best recommendation for the customer, stated unless it is an active code there is nothing he can do at this point, but if the customer has another issue just drive the vehicle to the dealership and no appointment would be necessary. Went over RO history with the dealership and there have not been any repairs regarding the customer s issue. Thanked him for his time.
Spoke with customer informed him of my conversation with Service Manager John customer stated he was almost hit on Sunday 8/4/13. The vehicle started braking on its own no warning lights came on on the screen it read Brake in bold letters. Customer worried he is going to cause an accident in vehicle and is nervous to drive the vehicle. Customer wants to be taken out of his lease and wants something else. Informed customer I will contact him tomorrow when I can determine the best course of action. Customer agreed. Apologized to customer for his frustration.
Left voicemail for Service Manager John informing him of the incident customer had on Sunday 8/4/13. Requested a return phone call or for him to contact the customer and have him bring the vehicle in. Provided my contact information and thanked him for his time.
Spoke with Service Advisor Laurie informed her of customer s current incident and when can the customer bring the vehicle in for diagnosis. Stated customer can bring in @ any time. Inquired if John Powell was available and she stated he is on vacation till next week.
Left voicemail for customer requested a return phone call. Advised I spoke with Service Advisor Laurie and informed her of his vehicle concerns inquired on when he could bring the vehicle down for diagnosis informed customer Laurie stated he can bring the vehicle down at any time. Informed customer to contact me when has dropped off his vehicle and provided my contact information. Thanked him for his time.
Left voicemail for customer inquired if he took vehicle to dealership for diagnosis. Requested a return phone call and provided my contact information. Thanked the customer for his time.
Left voicemail for customer inquired if he has spoken with the dealership and he has taken the vehicle down for diagnosis. Advised to contact Service Advisor Laurie and requested a return phone call. Thanked him for his time.
Spoke with customer stated he has not spoken with Service Advisor Laurie at this time, but will give her a call later today when he gets home from work. Advised him it may be easier for him to drop his vehicle off in the

evening advised him to set-up appointment and give me a call once appointment has been made. Advised I have approved to put him in a rental. Authorized customer to be placed in a CDJ Rental or up to five days at $35 per day while vehicle is in for Service, which does not include Insurance or gas. Thanked the customer for his time.
Left voicemail for customer inquired if he took his vehicle in for diagnosis and repair. Provided my contact information and requested a return phone call. Thanked him for his time.
Spoke with Service Advisor Lenny inquired if customer has an appointment scheduled for diagnosis of his vehicle concerns stated customer does not have an appointment and last time vehicle was in was on 7/15/13. Thanked him for his time.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT4 | EC106344 | ***Open Date*** | 07/24/2013 | ***Built Date*** | 01/30/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/20/2013 | ***Mileage*** | 50 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60439 | ST CHARLES CHRYSLER DODGE JEEP | | | |
| ***Dealer Address*** | 1611 E MAIN ST | | | | |
| ***Dealer City*** | ST CHARLES | ***Dealer State*** | L | ***Dealer Zip*** | 60174 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | ST CHARLES IL 6[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Other - Instrument Panel | Customer states dashboard fell apart |
| Corporate - CNA Change - Default - Default - Default | Wanted name corrected |
| Product - Body / Trim / Paint Finish - Exterior Styling/Appearance - Other - Unknown | customer states dust in paint |
| Product - Body / Trim / Paint Finish - External Ornamentation - Improper Installation/Missing - Unknown | customer states flares came off |
| Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Unsatisfactory / Dislikes - Unknown | customer states seat covers coming apart |
| Dealer - By-Pass - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer called to get the correct spelling of his name entered into the system.
Customer states that vehicle is falling apart 48 hours after owing.
Customer states applicates were stuck on with double sided tape and flares fell off.
Customer states that there is dust in the paint.
Customer states seat covers are coming off.
Customer states that dashboard fell apart driving 80 miles / hour down road.
Briefly summarize what the customer is expecting: Customer wants his new vehicle repaired.
Agent corrected customer s spelling of his name.
****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
Customer states he owned vehicle approx. 48 hours and is now driving a rental, and has been advised by dealership that he will be in the rental approx. 2 weeks.
* * * * * CASE MANAGER TEAM - District 88 4 * * * * * *
DEALERSHIP:

Writer left a voicemail for the Service Manager (SM) Ron at 60439. Writer requested information on what is going on with the customer s vehicle.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message. Writer informed the customer that additional information needs to be gathered from the dealership. Writer informed the customer that a call [redacted] requesting to speak to case manager. CM not available. Writer transferred call to CM MP977 for further assistance.
Email address is: [redacted]
Writer Mp977 took call from customer and he stated that he is so frustrated that everything is falling apart on this new vehicle.
Customer stated that he is working with Curtis SA and does not like the SM.
Customer stated that he is terrified and cannot fathom the idea of his brand new vehicle actually needing to be painted and having the flares all replaced. Customer stated that there is a laundry list of repairs that need to be done. He does not want to wait for Weeks or years to get this taken care of.
Customer alleges that if it cannot be repaired in a short time and get all the things repaired then he will be looking at asking for buyback).
Customer stated that he does not want to go that route if does not have to. He had a buyback already from us and does not want the dealership to think that he is a crazy customer.
Customer alleges also that he was placed in a loaner which was nice, however he does not fit in the loaner. He is seeking a larger loaner vehicle if possible.
**********
*****
Customer alleges that Jeep has done one thing right and that would be to call the customer s before they call in.
Customer applauds us for that.
Writer advised that we will get this information to the case manager and she will follow up
DEALERSHIP:
Voicemail received from the SM Ron at 60439. SM requested a call back at 630-573-5353 ext 106 in regards to the customer.
CUSTOMER:
Voicemail received from the customer requesting a call back at [redacted]
CUSTOMER:
Voicemail received from the customer stating that he spoke with the Service Advisor (SA) Curtis at 60439. Customer stated that the SA provided him with a list of parts that need to be ordered and some of them are on backorder. Customer stated that he just wants his vehicle back however he is afraid to drive it the way it is. Customer stated that he is going on a trip this weekend and he needs to be able to tow with it. Customer stated that he either wants his vehicle repaired or replaced at this point. Customer requested a call back with any information with what we can do to assist.
DEALERSHIP: Writer attempted to contact the SM Ron at 60439 however was unavailable. Writer left a voicemail for the SM requesting a call back in reference to the customer.
Writer was informed that the General Manager (GM) will not be available until after 11:00 CST.
DEALERSHIP: SM Ron at 60439 called in. SM stated that the customer purchased a demo vehicle and he got a better deal on the vehicle for that reason. SM stated that the flare moldings and interior trim pieces need to be replaced. SM stated that he is not aware of anything that is currently on backorder for the vehicle however he will look into it and make sure. SM stated that they are looking to have the vehicle completed by the end of the day. SM stated that the customer can drive the vehicle at any time. SM stated that the vehicle is not disabled. SM stated that they were working with the customer at a later date to schedule an appointment with the body shop. SM stated that he would e-mail the part

information when available.
DEALERSHIP: Writer contacted the SM Ron at 60439. SM stated that they got some repairs completed today. SM stated that the majority of them will come in tomorrow. SM stated that the door trim panel is on backorder. SM stated that as soon as he gets information he will send it to me. SM stated that the customer will be fine to drive the vehicle this weekend.
CUSTOMER: Writer contacted the customer at [redacted]8. Writer informed the customer that parts had come in today and they got some of them taken care of. Writer informed the customer that the majority of the parts should be in tomorrow. Writer informed the customer that it appears that one part is on backorder. Customer stated that the dashboard is locking up. Customer stated that it is an electrical concern. Customer stated that he is concerned that while he has the vehicle that the wheel flares will come off while driving down the road. Writer informed the customer that contact with the dealership will occur in regards to the wheel flares to make sure that they will not be a concern while he has the vehicle. Customer stated that he is supposed to leave on 7/26 however he will need to wait until he has his vehicle back. Customer stated that he will be back on 8/2. Phone call dropped.
Writer called the customer back and left a voicemail stating that a call back will be made on 7/26 after speaking with the dealership.
DEALERSHIP:
Writer left a voicemail for the SM Ron at 60439. Writer requested if the parts made it into the dealership.
DEALERSHIP: SM Ron at 60439 called in. SM stated that not all of the parts made it in. SM stated that the parts have been shipped however they will not be at the dealership until 7/29. SM provided the part number for the backordered part: 68143075AB. SM stated that there is nothing on the vehicle that will come off if he drives it. SM stated that in regards to the wheel flares they are waiting for corporate to come back and tell them what to do. SM stated that all of the parts that have come in are already installed and the customer can come and get the vehicle. Writer informed the SM that contact with the customer will occur to let him know that he can go get the vehicle.
CUSTOMER: Writer contacted the customer at [redacted]. Writer informed the customer that the parts that have made it in have been installed. Writer informed the customer that the dealership has made sure that everything on the vehicle is secure enough that it will not fall off while driving. Writer informed the customer that the case will be sent to parts expediting to get the part there quicker. Writer informed the customer that updates will be provided as they become available. Writer informed the customer that the dealership is still working with STAR in regards to the body work and the direction that they need to go. Customer stated that he will be back in town on 8/1 and will drop the vehicle off at the dealership on 8/2 for further work.
Will follow up with the customer on 8/2.
Per GPOP ETA is for 8/8.
CUSTOMER: Writer contacted the customer at [redacted]. Writer informed the customer that the part ETA is for 8/8. Customer stated that he is taking the vehicle back to the dealership. Customer stated that more parts have come in for the repair of the dealership. Customer stated that he has noticed that an interior panel is a different color then the rest of the interior. Customer stated that parts on the back of the rearview mirror one of them are a different texture than the other one and the grill. Customer stated that there is another part that needs to be ordered and he is concerned that they will be on backorder. Writer informed the customer that contact with the dealership will occur on 8/5 to see if any other parts that have been ordered are on backorder. Writer informed the customer that a call back will be made on 8/5 after speaking with the dealership.
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING
on 2013-08-03 @ 10:00
Reassigned to F0507
PART#68143075AB

CM dialed dealer 60439, spoke to PA. Laura. CM advised order needs to go on special handling. PA provided new order# [redacted] CM thanked PA. Ended call.
DEALERSHIP: Writer contacted the SM Ron at 60439. SM stated that the customer came in for his appointment late and they needed to reschedule. SM stated that the customer is scheduled again for 8/9 for his exterior concerns.
CUSTOMER: Writer contacted the customer at [redacted]. Customer stated that he had brought the vehicle into the dealership on 8/2 in the morning however when he went by in the afternoon it still hadn t moved. Customer stated that he needed his vehicle this week and the soonest that he would be able to bring the vehicle in is on 8/9. Customer stated that there is now condensation in his headlights. Customer stated that the radio has not been working. Writer informed the customer that there was a software update that became available on 8/2 for the vehicle. Customer stated that his blind spot monitor is not working and has shut off. Customer stated that he is out of town again this week and needs his vehicle as the dealership will not provide him with a vehicle that he can tow with. Customer stated that until his vehicle is repaired that he will continue to use social media to express his opinions on Jeep. Phone call became staticy and dropped.
****** START OF SUPPORT ESCALATION by T6347ND******
68143075AB- Order has been cancelled by dealer as of 8/5. If part needed reorder.
****** END OF SUPPORT ESCALATION ****** by T6347ND
New order#08[redacted]
****** START OF SUPPORT ESCALATION by T3834RK******
68143075AB - the order has been upgraded to a VOR, I am following up with the analyst for information regarding the ETA.
****** END OF SUPPORT ESCALATION ****** by T3834RK
CUSTOMER: Writer contacted the customer at [redacted]. Writer informed the customer that it appears that the part should be there on 8/8. Customer stated that he is going to be dropping the vehicle off on 8/9. Writer informed the customer that a call back will be made on 8/9 to make sure that everything went all right dropping the vehicle off. Customer stated that he is not currently driving his vehicle. Customer stated that he will need the vehicle back on 8/12 due to him going out of town again. Customer stated that he is having concerns with his dashboard locking up. Customer stated that his cruise control is braking on its own now.
DEALERSHIP: Writer contacted the SM Ron at 60439. Writer informed the SM that the customer is experiencing concerns with his cruise control braking. SM stated that they would look at the vehicle when it came in on 8/9.
03117 32 0808 1 RELEASED 01 REL TO PDC 0397899
Customer calls to speak with their Case Manager.
Transferred the customer to LV162 at ext 66268Ù
[redacted] calling to speak with case manager LV162. Writer advised cm s not available and will transfer customer over to DH785 at ext 66221.
Secondary number: declined
[redacted]
Customer states that is main issue is getting a rental as the dealership is looking at his vehicle. Customer would like to know about their first car payment they needed to pay for but needs a rental first. Writer advised the customer that we can look into a rental but will need to call the dealership. Customer states to speak with Curtis.
Writer called Dealer 60439 to speak with Service Manager Ron. Sm Ron advised that the repair is only a minor flair and a windshield crack that his insurance will pay for. SM Ron does not want to assist the customer with a rental.
Writer called customer. Writer advised that we would be able to assist with 5 days of rental through reimbursement. Writer advised the customer that when he picks up a rental that Chrysler will assist with $35 per day for a Chrysler vehicle and $20 for a non-Chrysler. Customer advised that he will go and pick up the rental.
Scheduled Delivery:
Monday, 08/12/2013, by 10:30 A.M.

UPS[redacted]
CUSTOMER:
Voicemail received from customer stating that he dropped his vehicle off however he is going to go rent a vehicle. Customer stated that he has already made the first payment on a vehicle that has been at the dealership most the time.
CUSTOMER:
Voicemail received from the customer stating that he wants a call back in reference to his vehicle. Customer stated that he is not getting any assistance from the dealership. Customer stated that he wants to know what Chrysler is going to do to help him.
DEALERSHIP: Writer contacted the SM Ron at 60439. SM stated that they are still waiting on parts. SM stated that there are some scratches and dents that are going to be looked at. SM transferred the phone to the parts department to get additional information.
Writer spoke with Derrick in parts. Derrick provided part number: 1XN97LU5AA that is a seat adjust shield that has no ETA. Derrick stated that for the seat adjust shield that expediting had to push the order through due to it stating that it was an export part. Derrick provided the part number: 5PS42LU5AA that is an arm rest and it has an ETA of 10/15. Derrick stated that both orders are in special handling. Derrick transferred the call to SA Curtis for further assistance.
SA stated that they have someone coming out to look at the scratches and dent in the vehicle on 8/15. SA stated that they are still waiting on the grill and some trim panels.
CUSTOMER: Writer contacted the customer [redacted] Writer informed the customer that the dealership has someone coming out to look at the vehicle s scratches and dent on 8/15. Writer informed the customer that the dealership is having concerns with the order of two different parts on the vehicle. Customer stated that there is a brand new Summit at the dealership that has all of the parts needed for the repair of the vehicle. Customer stated that he would like to see the vehicle either his or the parts swapped out for his vehicle. Writer informed the customer that a call to the GM will be made to see if it is something that he would be willing to assist with however as the vehicle is the dealership s vehicle it would be their decision. Customer stated that the vehicle is falling apart and he wants his vehicle repaired quickly. Customer stated that he will have nothing to do with the SM at all. Customer stated that he is embarrassed whenever he has someone in the vehicle. Customer stated that he has made his first car payment and the dealership has had it more than he has. Writer informed the customer that his vehicle payment is something that we may be able to assist him with. Customer stated that the dealership is not getting back to him in reference to any information on what is going on with his vehicle. Customer stated that some of the repairs need to be done at a body shop however he does not want any repainted parts on his vehicle. Customer stated that he has informed the dealership but wants it told to them again that he does not want his vehicle repainted. Writer informed the customer that the dealership will be notified that he does not want his vehicle painted in any way. Writer informed the customer that a call back will be made by 8/14 after getting hold of the GM and the service department.
**********96W TRIAGE TEAM will be assigned to a Parts CM.********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING
on 2013-08-12 @ 14:56
part number 1XN97LU5AA order num 0806l
part number: 5PS42LU5AA order num 0809lb
part number 1XN97LU5AA 00004)EXPORT PART - CANNOT BE ORDERED; VERIFY APPLICATION
No dealers located for the search criteria
part number: 5PS42LU5AA No dealers located for the search criteria
88 case
assign to fo507
1XN97LU5AA shipped
5PS42LU5AA order#0809LB

1XN97LU5AA shipped
5PS42LU5AA order# 0809LB
DEALERSHIP:
Writer left a voicemail for the General Manager (GM) Carlos at 60439 due to him not being in yet. Writer requested a call back in reference to the customer.
DEALERSHIP: Writer contacted the GM Carlos at 60439. GM stated that using parts out of another vehicle is not something they can do right now because it is the only Summit they have on the lot. GM transferred the call to service for more assistance.
Writer attempted to speak with the SM Ron however was informed that he is unavailable.
Writer spoke with SA Curtis and informed him that the customer is requesting that there be no paint repairs completed on the vehicle.
CUSTOMER: Writer contacted the customer at [redacted] Customer stated that the GM had contacted him in regards to his concern. Customer stated that most of the repairs are workable however his main concern is getting the cladding taken care of on the vehicle this week. Customer stated that he has also noticed that the speakers are different in the doors. Customer stated that he can send in the documentation for the first months payment. Writer informed the customer that the documentation link is only good for 7 days. Customer requested that the documentation link not be sent until he is ready to send it. Customer stated that there is a concern with the paint and the primer coming through however is unsure as to how that will be repaired without the vehicle being painted. Customer stated that he is more upset with the vehicle just sitting at the dealership and nothing is getting done. Writer informed the customer that a call to the dealership will occur and a call back will be made on 8/15 after speaking with the dealership.
DEALERSHIP: Writer contacted the SA Curtis at 60439. SA stated that the cladding is a plastic piece that goes over the wheel well. SA stated that if they took them off for now the truck would not look good however they are unsure as to whether the part can be put back on or needs to be replaced. Writer informed the SA that the customer s concern is mainly with the cladding. Writer informed the customer that the customer would like to have the cladding taken care of by the end of the week as he needs his vehicle next week for work. Writer informed the SA that a call back will be made on 8/15 to check on the progress of the vehicle.
DEALERSHIP: Writer contacted the SM Ron at 60439. SM stated that the body shop has been out and the dent has been taken care of in the vehicle. SM stated that the cladding on the vehicle is done. Writer informed the SM that the customer is going to need his vehicle back for next week.
CUSTOMER:
Writer left a voicemail for the customer at [redacted] Writer informed the customer that the dealership has stated that the body shop came out and the dent and the cladding has been repaired on the vehicle. Writer informed the customer that a call back will be made on 8/19 with an update on the parts.
CUSTOMER: Voicemail received from the customer stating that he went and looked at his vehicle. Customer stated that he found the wheel flares in worse shape than what they started. Customer stated that the adhesive that keeps these together aren t doing the job. Customer stated that he looked at other Summits at another dealership and found the same concern that he is having with his. Customer stated that the wheel flares have been reaffixed with a compound to stick them back on but it looks bad. Customer requested a call back at [redacted]
Pending parts receipt for 5PS42LU5AA
DEALERSHIP: Writer contacted the SM Ron at 60439. SM stated that the customer is supposed to be picking the vehicle up today. SM stated that the left front wheel flare was taken care of this morning as they did not have the right adhesive for it yesterday. SM stated that the rest of them are intact.
CUSTOMER:
Writer left a voicemail for the customer at [redacted] Writer informed the customer that the dealership had ran out of adhesive yesterday and they had completed the left front wheel flare this morning. Writer

informed the customer that the dealership is under the impression that he is going to get his vehicle today. Writer informed the customer that a call back will be made on 8/19 with an update on the parts that are on backorder.
****** START OF SUPPORT ESCALATION by T8430MH******
**** Update from Expediting Team for ****
Part#1XN97LU5AA,Order#[redacted]OMC#87231420
Order# was canceled by system 'export only' escalated to parts analyst to investigation. Part not on P.O. in purchasing no ETA available at this time
****** END OF SUPPORT ESCALATION ****** by T8430MH
****** START OF SUPPORT ESCALATION by T8430MH******
**** Update from Expediting Team for ****
Part#5PS42LU5AA,Order#[redacted],OMC#87220138
Supplier promise to ship 15pcs 8/28 ETA is week of 9/2
****** END OF SUPPORT ESCALATION ****** by T8430MH
****** START OF SUPPORT ESCALATION by T8430MH******
**** Update from Expediting Team for ****
Part#5PS42LU5AA,Order#[redacted],OMC#87220138
Supplier promise to ship 15pcs 8/28 ETA is week of 9/2
****** END OF SUPPORT ESCALATION ****** by T8430MH
DEALERSHIP: Writer attempted to contact the SM Ron at 60439 however he was on another line.
Writer spoke with SA Curtis who stated that the vehicle was picked up on 8/16 and he is dropping the vehicle back off on 8/23. Writer informed the SA that the seat shield does not have an ETA however the arm rest has an ETA of 9/3.
CUSTOMER: Writer contacted the customer [redacted]. Customer stated that the concerns that he wanted addressed have been taken care of however there are a list of new concerns. Customer stated that he has e-mailed the dealership with the concerns with the vehicle. Customer stated that the radio is still rebooting itself and the clock will not keep time. Writer informed the customer that an update is in the works for the radio concern however more investigation will have to be done to see if his vehicle is one that is involved. Customer stated that the front left wheel flare is still coming off. Customer stated that he had gotten some directions from a friend on how to take the center console off so that he can repair it himself. Customer stated that he received a message on his display that he phone needs to be serviced. Customer stated that the front left fender has scratches where they repaired the flares. Customer stated that the wheel flares are something that he will have to deal with because he feels that they are a design flaw. Customer stated that both headlights are fogged now and need to be replaced. Customer stated that the blind spot detection seems to be progressively getting better. Customer stated that he is unsure if the dealership is going to be assisting with a rental or a loaner vehicle during the repairs. Writer informed the customer that a call to the dealership will occur to see if they will be assisting with the rental vehicle. Customer stated that he likes the appearance of the vehicle and wants to love his vehicle however he just wants it fixed. Customer stated that when he gets back into town he will fax over the receipts for the rental vehicle.
Customer provided e-mail address: [redacted]. Writer informed the customer that the fax number will be e-mailed to him. Writer informed the customer that a call back will be made by 8/21 with information on the radio and the rental vehicle.
Status update provided via email to the following email address:
[redacted],
Here is the fax number for you to be able to send in your rental vehicle receipts:
8[redacted].
Please attach your case number to your documents.
Thank you.
Lisa
800-763-8422 ext 66268
End of Status Update

****** START OF SUPPORT ESCALATION by T8430MH******
**** Update from Expediting Team for ****
Part#1XN97LU5AA,Order#[redacted] ,OMC#87231420
Part has been changed to all markets(overnight update) will place order
for Dealer 8/21 and reply with conformation
****** END OF SUPPORT ESCALATION ****** by T8430MH
****** START OF SUPPORT ESCALATION by T8430MH******
**** Update from Expediting Team for ****
Part#1XN97LU5AA,Order#[redacted] ,OMC#87231420
Part has been changed to all markets(overnight update) will place order
for Dealer 8/21 and reply with conformation
****** END OF SUPPORT ESCALATION ****** by T8430MH
DEALERSHIP: Writer contacted the SM Ron at 60439. SM stated that he is
aware that the radio concern is being worked on according to STAR. SM
stated that he will contact STAR again and see if the update that is
being worked on is also in reference to the customer s vehicle. SM stated
that he is aware that the customer is bringing in the vehicle on 8/23
however at this time he does not have any parts to put on the vehicle. SM
stated that he would like to make sure that all of the parts are
available before the customer brings the vehicle back in or it will sit
at the dealership without anything being done. Writer informed the SM
that contact with the customer will occur to see what the customer wants
to do.
****** START OF SUPPORT ESCALATION by T8430MH******
**** Update from Expediting Team for ****
Part#1XN97LU5AA,Order#[redacted],OMC#87231420
Export only restriction has been removed ordered part and upgraded to VOR
order# $0809L Escalated to parts analyst for ETA
****** END OF SUPPORT ESCALATION ****** by T8430MH
****** START OF SUPPORT ESCALATION by T8430MH******
**** Update from Expediting Team for ****
Part#1XN97LU5AA,Order#[redacted],OMC#87231420
Export only restriction has been removed ordered part and upgraded to VOR
order# $0809L Escalated to parts analyst for ETA
****** END OF SUPPORT ESCALATION ****** by T8430MH
CUSTOMER: Writer contacted the customer at[redacted]. Writer informed
the customer that the dealership is checking into the radio to see if the
update that is being worked on is in relation to his radio. Writer
informed the customer that as the vehicle is drivable and they do not
currently have parts to install on the vehicle that it would sit there
without any work being done. Writer informed the customer that the
dealership would prefer until a number of parts have come in so that they
can get the vehicle in for repairs all at once as opposed to the vehicle
sitting at the dealership, not being driven while waiting on parts.
Writer informed the customer that the dealership has ordered the second
headlight for the vehicle. Customer stated that he would like to be
notified when the parts come in so that he is aware that they are there.
Writer informed the customer that a call to the Parts department will be
made to see how the customer is notified when parts come in for repair.
Customer stated that he is having concerns with the vehicle shifting
hard. Customer stated that it is worse in eco mode, that it idles in low
gear and feels like it is going to die. Customer stated that he will turn
eco mode off and when he starts the vehicle again eco mode is back on.
Customer requested if there is a way to lock eco mode so it doesn t turn
on every time the vehicle is started. Writer informed the customer that
additional investigation needs to be completed on his requests. Writer
informed the customer that a call back will be made by 8/23 with any
additional information.
DEALERSHIP: Writer contacted the Parts Manager (PM) Derrek at 60439. PM
stated that if the part was ordered on a repair that the SA would contact
the customer when the part comes in.
25 PCS expected
DEALERSHIP: Writer contacted the SM Ron at 60439. SM stated that all of
the vehicles have the same characteristic with the eco mode and the
shifting. SM stated that the eco mode will turn on every time the vehicle
turns on. SM suggested that it may not come on if he sets it up with the

memory of the vehicle along with the seat adjustments. SM stated that he is unsure if the customers vehicle has the memory option. SM stated that he has never driven the vehicle without the eco mode on and he would need to try it to determine if it does occur.
CUSTOMER: Writer contacted the customer at [redacted]. Writer informed the customer of the information on lines 476-487. Customer requested if there was a software push on the vehicle where the software was updated wirelessly. Customer stated that he got into the vehicle this morning and everything was back at factory settings. Writer informed the customer that the information was not found that the software update occurred however contact with the dealership will occur to see if they are aware of anything that could have occurred. Writer informed the customer that a call back will be made by 8/23 with any available information.
DEALERSHIP: Writer contacted the SM Ron at 60439. Writer informed the SM that the customer had a concern this morning with the vehicle being back to factory defaults. SM stated that it is possible that an update had occurred however he is not aware of any current updates. SM stated that it may also be the wireless module in connection to the memory and the clock and radio. SM stated that he would look into the information on the module.
CUSTOMER: Writer contacted the customer at [redacted]. Writer informed the customer that the dealership is not aware of a software update push but it is possible that it happened. Writer informed the customer that the concerns could be in relation to the wireless module. Writer informed the customer that the SM is looking into the information. Customer stated that he had received an error message on the phone receiver. Writer informed the customer that a call back will be made on 8/26 after speaking with the dealership.
****** START OF SUPPORT ESCALATION by T3834RK******
**** Update from Expediting Team for ****
Part#1XN97LU5AA,Order#[redacted],OMC#87296338
Supplier promised to ship on 8/26
****** END OF SUPPORT ESCALATION ****** by T3834RK
Begin Customer Message reviewed:
LISA:
I have scanned both my rental agreement for the rental vehicle I had two weeks back, in addition to the payment coupon from my finance company on the Grand Cherokee for this month.
Since I don t have a fax machine, I need a way to email these documents (2) to you.
Please advise-
Thank you,
[redacted]
End of Reviewed Customer message
****** Below Customer Contacted for Documentation Request ******
[redacted]
CUSTOMER: Writer contacted the customer at [redacted]. Writer informed the customer that the documentation link will be sent so that he can get the documents in. Writer informed the customer that one of the parts appears to have an ETA of being shipped on 8/29. Writer informed the customer that the other part appears to still have an ETA of the beginning of September. Customer stated that he spoke to the SM Ron at the dealership and they have come to an understanding with everything going on. Customer stated that he had considered getting a service contract however does not think that he will get one at this time. Customer stated that he would like to have his rental reimbursed and then continue to work with the dealership without CAC assistance. Writer informed the customer that if he chooses to work directly with the dealership that is fine however the reimbursement will be held off until we make sure that the backordered parts are at least at the dealership before closing the case. Writer informed the customer that once the documents arrive a call back will be made however at the latest in a week if they haven t arrived.
***** Customer Document Received *****

CUSTOMER:
Voicemail received from the customer stating that he was unable to upload all of the documents. Customer stated that he got an error message and he is unsure what was sent at this point. Customer requested a call back with the information on what was sent and which ones still need to be sent.
Customer Document Reviewed.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-08-26 @ 16:53
CUSTOMER:
Writer left a voicemail for the customer at 630-667-4918. Writer informed the customer that the receipt for the auto payment has been received. Writer informed the customer that a new documentation link will be sent for him to send the rest.
***** Customer Document Received *****
Customer Document Reviewed.
CUSTOMER: Writer contacted the customer at [redacted]8. Writer informed the customer that the documents made it in. Writer informed the customer that additional research needs to be done with the documents. Writer informed the customer that a call back will be made by 8/28 with what we are able to reimburse. Writer informed the customer that if the case closes now that the expediting that has been done will be stopped. Writer informed the customer that once the parts make it in we will start the reimbursement process.
ENTERPRISE: Writer contacted Laura at Enterprise at 630-513-2800. Laura stated that the amount that the customer paid is $245.07. Laura stated that the customer according to the rental agreement and the license number on the receipt is for a Chevrolet Impala. Laura stated that the VIN number is for a Chrysler 300. Laura stated that she is unable to verify which vehicle the customer was in.
CUSTOMER: Writer contacted the customer [redacted] Customer stated that he had gone into Enterprise and they had originally wanted to put him into a Chevrolet Impala however he had talked to them about getting into a Chrysler product. Customer stated that Enterprise switched the vehicle for the Chrysler 300 at the time that he was picking up the vehicle. Writer informed the customer that documentation showing that the vehicle was the payment made. Customer stated that he will contact his bank and see what they will be able to get him. Writer informed the customer that a documentation request link will be sent. Writer informed the customer that as information comes in on the part a call back will be made. Writer informed the customer that a call back will be made at the latest in a week.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-08-27 @ 14:08
***** Customer Document Received *****
CUSTOMER:
Voicemail received from the customer stating that he sent additional documents for the loan amount. Customer requested a call back to verify that the documents made it in and that everything is all right with the information.
Customer Document Reviewed.
CUSTOMER:
Writer contacted the customer at 6[redacted]. Writer informed the customer that the documents made it in and all of the information necessary is on the documents. Customer stated that he went into the dealership this morning and they updated the software for the navigation. Customer stated that he is going out of town and will find out if it is still working. Writer informed the customer that one of the parts that the dealership has on backorder will be into them in the next few days. Writer informed the customer that the other part appears to be on arrival on 9/9. Writer informed the customer that a call back will be made next week to check on the navigation. Writer informed the customer that a call back will be made on 8/29 to let him know what we will be able to reimburse.
OMC# 87296338Order# [redacted] FOR PN: 1XN97LU5AA IS RESOLVED
Delivered On:

Wednesday, 08/28/2013 at 10:10 A.M.
Left At:
Front Desk
Signed By:
BLIMM
CUSTOMER:
Writer left a voicemail for the customer at [redacted]. Writer informed the customer that a call back will be made on 9/3.
CUSTOMER:
Voicemail received from the customer requesting a call back.
CUSTOMER: Writer contacted the customer at [redacted]. Writer informed the customer that one of the parts made it into the dealership. Customer stated that his vehicle is at the dealership right now. Customer stated that there is something wrong with the radio programming still. Customer stated that the dealership had performed an update on it and it is still not working. Customer stated that his vehicle also was driving down the road with nobody around him and it stopped on its own. Customer stated that the dealership had informed him that it is possible that there is a concern with a module in the vehicle. Writer informed the customer that contact with the dealership needs to occur to see what update was put on the vehicle as there is an update that will be coming out soon. Writer informed the customer that additional information needs to be gathered from the dealership on the brakes. Writer informed the customer that a call back will be made by 9/5 with any additional information.
DEALERSHIP: Writer contacted the SM Ron at 60439. SM stated that the update for the radio did not work. SM stated that they had installed the update Revision C into the radio. SM stated that they had sent information to STAR however he has been working with his AM and the TA in regards to the concerns with the radio.
CUSTOMER: Writer contacted the customer at [redacted]. Writer informed the customer that the dealership is getting additional information from the TA and the AM. Customer stated that he received a call about a survey that he had filled out. Writer informed the customer that typically when a survey is taken we call the customer to make sure that everything is all right. Writer informed the customer that a call to the dealership will occur on 9/6. Writer informed the customer that a call back will be made on 9/6 after speaking with the dealership.
Caller [redacted] requesting to speak with Case Manager.
He stated vehicle is at the dealer now.
transferred to nic LV162
CUSTOMER: Customer called in. Customer stated that the dealership had informed him that parts specifying is saying that the right part for the vehicle is the wrong part. Customer stated that there is supposed to be a decorative trim around the tweeter speakers and specifying is saying that the feature is only available on European model. Customer stated that the dealership currently has 10 Summits in stock and all of them have the trim ring around the speakers. Customer stated that he will not pick his vehicle up until after it is completed and he wants the vehicle the way that it is supposed to be. Writer informed the customer that additional research needs to be done to check on what we can do to assist as specifying is involved. Writer informed the customer that a call back will be made once additional information is gathered.
DEALERSHIP: Writer contacted Laura in the parts department who provided the parts number for the parts ordered: 1JW74PRM. Laura provided the part number for the part that specifying is stating should be on the vehicle: 5LX58DX9AA. Laura stated that the part that was ordered is chrome and the part that specifying is stating should be on the vehicle is black. Laura stated that all the parts that have been ordered for the vehicle has been pushed through specifying because they have not been the right parts for the vehicle.
DEALERSHIP:
Writer left a voicemail for the SM Ron at 60439. Writer requested information on what part is being ordered for the trim around the tweeter speakers.
DEALERSHIP: Writer contacted the SM Ron at 60439. SM stated that the concern with the tweeter speakers was resolved as they took them off of

another vehicle. SM stated that the only concern that the customer is having right now is with the radio. SM stated that they are waiting for authorization to replace the radio. SM stated that he will need assistance with the rental vehicle that the customer is currently in. SM stated that he came and got the vehicle on Friday 9/6 and will be in it until Wednesday 9/11. SM stated that the customer needed something he could tow in. SM stated that at this time he does not know how much the customer is being charged.
CUSTOMER:
Writer left a voicemail for the customer at [redacted]. Writer informed the customer that the dealership was able to resolve the concerns with the part. Writer informed the customer that the SM had stated that he is out of town until 9/11. Writer informed the customer that a call back will be made on 9/12 after he gets back into town.
OMC# 87220138Order# [redacted] FOR PN: 5PS42LU5AA IS RESOLVED
OMC# 87220138Order# [redacted] FOR PN: 5PS42LU5AA IS RESOLVED
DEALERSHIP: Writer contacted the SM Ron at 60439. SM stated that the customer has not picked up his vehicle yet. Customer stated that they got the radio installed and most of the trim pieces installed as well. Writer informed the SM that a call back will be made on 9/13 to see if the customer was able to pick the vehicle up.
CUSTOMER: Writer contacted the customer at [redacted] however call dropped.
Writer contacted customer back. Customer stated that he will pick the vehicle up either tonight or tomorrow morning. Writer informed the customer that a follow up will be made on 9/13 to make sure that everything is all right so far.
[redacted] called requesting to LV162. Writer warm transferred customer to CM LV162 for further handling.
CUSTOMER: Customer called in. Customer stated that he spent an hour with the dealership over his vehicle this morning. Customer stated that the vehicle s wheel flares are falling off the vehicle again. Customer stated that the paint is falling off where the flares have been reinstalled. Customer stated that he has been to three different dealerships and the vehicle has the same concern anywhere he goes. Customer stated that he has also tried to trade in his vehicle however they are not willing to give him what he currently own on it. Customer stated that there is also a concern with the Bluetooth on the vehicle as well. Customer stated that he would like his vehicle repaired however if they cannot repair it to his satisfaction then he will want Chrysler to replace his vehicle. Customer stated that if Jeep will not do either then he has a lawyer that he has already spoken with however he does not want to go that route. Writer informed the customer that a call back to the dealership will be made to see if they will get back in contact with our technical assistance team and see if there is an alternative repair for the wheel flares. Writer informed the customer that a call back will be made by 9/17 with any information.
DEALERSHIP: Writer contacted the SM Ron at 60439. SM stated that the flares are not falling off however with how big the part is he does see that the double stick tape that is being recommended for repair is not working. SM stated that they had repaired the control head and they wanted to make sure that the instrumentation was taken care of on the vehicle before addressing the flares. Writer informed the SM that the customer had stated that if nothing is going to be done with the flares that he will be looking at Chrysler to repurchase the vehicle. SM stated that he will input information in the STAR case to see if there is a different repair that they can attempt on the wheel flares.
DEALERSHIP: Writer contacted the SM Ron at 60439. SM stated that on 9/6 they were having concerns with DealerConnect and therefore is unsure whether the STAR case got updated. SM stated that he will make sure that the STAR case gets updated.
CUSTOMER: Customer called in. Customer stated that he has made sure to keep the dealership up to date on the concerns with the vehicle. Customer stated that he has been taking video of the concerns with his vehicle as well. Customer stated that the concerns with the video in his vehicle have been fixed however there are new concerns with it. Customer stated

that the dash now sticks in aero and flashes: raising. Customer stated that when the dash starts flashing the vehicle feels like it has no suspension. Customer stated that he feels that it is a safety concern with the vehicle. Customer stated that at this time with all of the concerns he is afraid of his vehicle. Customer stated that he loves his vehicle however he does not like to drive it. Customer stated that he does not like the shifter in the vehicle. Customer stated that the wheel flare is now flapping again. Customer stated that there is water buildup in the headlights again. Customer stated that he doesn t want to trade the vehicle in due to him not getting what he paid back on the loan. Customer stated that he wants a newer like vehicle for his without all of the accessories. Writer informed the customer that due to the nature of his request that he will be sent to our Care Analyst Team who will review his case and get back to him in one to two business days.
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
Initial call customer stated he has the vehicle and he is still having the same concerns with the vehicle. Customer stated he feels the issues are a safety concern. Customer stated the vehicle has been to the dealership at least 10 times and it is not repaired and continues to have the same issues and now customer has some new concerns. Customer stated at his point he is looking for a replacement. CM advised at this time a replacement is not being offered but I am here to assist with the repair process and if at any time the vehicle cannot be repaired after escalating to all available resources then we can review the case again and make further recommendations at that time. Customer stated he will take the vehicle to the dealership but it is getting to the point that he feels he should get his lawyer involved because of all the times the vehicle has already been to the dealership. CM advised customer I will contact the dealership to get RO history, see how I can be of further assistance and find the best action plan for his vehicle. *****Follow up with dealership on 9/20/13 to get RO history**********
[redacted] F called in stating that he is wanting to speak with his CM. Customer is frustrated that he has not received a call from anyone in a week.
MATT BISCHOF called requesting to speak to CM AG1341. Customer is very upset as he has not heard of any update to his request. Writer provided number to I2R 800-215-6230.
CUSTOMER:
Voicemail received from the customer stating that they have not heard from anyone yet. Customer stated that the dealership will not touch the vehicle anymore as they are not getting paid for the work. Customer stated that the vehicle is still trying to brake on its own. Customer stated that at this time he has gotten a warning and a ticket for a headlight being out. Customer stated that the headlight is out because it is full of water. Customer requested a call back at [redacted]
Spoke with SA Randy at dealership, confirmed RO s up to date.Vehicle has only been in twice for repairs since purchase.Vehicle currently has one RRT and one Recall incomplete at this time
Called customer. Advised I am contacting him on behalf of his CM and apologized he s had no contact from anyone as his CM had personal emergency this week. He informed the dealership wont touch this vehicle anymore as it s had so many repairs and parts put into it since he purchased the vehicle July 20. He said dealer only has 2 ROs open but his vehicle has had nearly $12,000 worth of parts put into it. Last he heard, the SM informed him the Regional Chrysler Rep agreed to do a replacement vehicle. I advised I was not aware of that and don t see it in the case so will check with dealer. Customer states he has one of the very first Summits that were made. Vehicle has many issues: headliner falling down, grill flaps in wind, wheel arches are falling off, center console misaligned, constant error messages on dash for the wifi through head unit in vehicle, dust in paint of panels.
.....called dealership. SM Ron unavailable so left message for him to call me Monday morning with an update on this vehicle and whether

customer has been offered a replacement. Let him know Amanda is the CM; however she s been out all week so would like him to call me.
.....let customer know I would contact him Monday after I hear from SM so I can make sure we re proceeding correctly with his case. Customer thanked me.
Spoke with SM Ron at St. Charles Chrysler Dodge Jeep. He states this customer will continue to be unhappy with this vehicle as a lot of the molding and fenders, panels, etc don t fit as well as customer wants them to. SM said when he looks at the other Jeeps, they all fit the same way. Ron said on the current open RO, in addition to all the above being replaced, they ve put on a second set of headlights--at $2,000/each because customer states headlights fog up. Also, the radio has been replaced. On the first RO the vehicle had several molding and trim pieces replaced as well. His AM is aware of the situation and SM feels he should be looking into a replacement as customer has a high line $60,000 vehicle he s never going to be happy with.
Spoke with AM (DSB11): He is aware customer wants out of Jeep and states customer wants a Ford instead. AM informed me this customer buys high line vehicles and once before he got his vehicle bought back as he wasn t happy with his purchase. AM informs vehicle has 13,000 miles. After much discussion, AM would like ISG to offer Buy Back and charge 35 cents/mile. Told him I d research the case and email him before contacting the customer.
LVM for customer requesting a call back to apprise him of where things stand in this process.
*****will offer customer a replacement****
Customer LVM twice yesterday returning my call. States he ll call again in the morning.
Customer LVM this morning needing a phone call from me as what will be done with this vehicle. As of this morning, he states the vehicle won t start.
Voicemail received from MK933 requesting information on the reimbursement for the car payment. MK933 requested a call back at 214-583-2153.
Called customer to advise I received his message that vehicle is not starting. He says he has a push button start and uses a key FOB....started having issues over the weekend with vehicle not locking correctly as well. He has a Town & Country that had same issue and dealer replaced the Wireless Control Module. Informed customer I am offering him a Repurchase. We discussed his options and that he would have mileage fees assessed but in meantime I could assist in getting the vehicle repaired. Customer reminds me dealer doesn t want to work on this vehicle anymore as they have many outstanding warranty claims that haven t been paid. Customer has an older Jeep Wagoneer he ll drive in the meantime. Customer inquires about the 2 payment reimbursements and rental reimbursements he was to get from previous CM Lisa. Advised customer I would contact her to see whether she s processed anything but I don t see any notes in the CAIR. Also advised that by offering a Repurchase, most likely I won t be able to offer any kind of reimbursement to him. He ll contact me if he feels he needs my assistance again.
Writer left a voicemail for MK933 stating that once the case went to them we are required to stay hands off. Writer informed MK933 that if she would like us to reimburse that a new case would need to be opened for the reimbursement. Writer informed MK933 to decide on how to proceed and to let CM know.
MK933 called in. Writer informed MK933 that we cannot do reimbursement for the customer. MK933 stated that they are looking at repurchasing the vehicle from the customer. MK933 stated that she can look at reimbursement for the rental. Writer verified that she has the documents for the rental vehicle.
Spoke with SM Ron at St. Charles CDJ to inquire on car rental dates. He verified they provided several days rental and then customer paid for several days of his own rental. I let him know I have rental reimbursement from 8/12-8/16. Ron verified customer was not covered by dealer at that time. I advised SM customer is being taken out of this vehicle; however, he may need to bring his vehicle back in for service during the interim as the process can take many weeks. SM understands.

He said customer was in Saturday for oil change and mentioned he was having an intermittent no start but they didn t evaluate for concern.
SUBMIT CRO: Customer had to rent vehicle while his car was at dealer for so long waiting on parts. Dealership did not cover rental during 8/12-8/16. CAC had promised rental reimbursement before I got the case. I m following through on their promise to customer. 5 days @ $49.01/day=$245.07.
Spoke with customer to verify his address and apprise I m reimbursing for car rental. He let me know he was at dealer Saturday and vehicle wouldn t start for dealer or himself while there. Dealer did not make any repairs as customer apprised them he is being taken out of vehicle. I reminded customer it may take several weeks and he might need to take his vehicle in for repair while he s waiting for the process to finalize.
Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Chrysler to document issues with his vehicle so dealership is kept up to date.
Briefly summarize what the customer is expecting:
Customer is expecting dealership to buy back vehicle.
Customer states issues includes getting new error paddle shifter not available even when paddle shifter isn t in use.
Customer states Head liner hanging, plastic trim hanging obstructing drivers view.
Customer states front center console, dealership scratch door, door not aliened.
Customer states wheel flare keeps falling off, 4 times repaired, front passenger side still hanging off.
Customer states brand new headlight fogging up looks as if the brights are on due to condensation build up.
Customer states Adaptive cruise control, keeps trying to kill him, will lock the breaks up for no reason.
Customer states he has had 2 warning from state police to have them fixed.
Customer states Cargo panel on driver side improperly installed that the headliner is broken, and panel not aligned properly.
Customer also states remote start is not detecting key.
Customer states he has to take key and shove it under steering column.
Customer states car will stall when driving, says key not recognized.
Customer states hitting remote button nothing happens, has to lock doors manually
Customer dealing with SA RON
On RO [redacted] dealer covered part of rental coverage then took customer out of vehicle as they weren t getting paid for their warranty claims. Customer then had to get his own rental from 8/12-8/16 while dealership waiting on parts. SM verified all of this. Reimbursing customer rental coverage for those dates for customer satisfaction.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-10-10 @ 10:02
Writer is reimbursing for rental expenses incurred as a goodwill gesture for customer satisfaction.
Customer s proof of payment attached to CAIR (Y/N): Y
Additional pertinent information: Reimbursing customer a total of $245.07 for 5 days Rental while vehicle was in for Service waiting on parts for repair, reference RO 136881. Chrysler CARE had promised Rental reimbursement before I2R received the case, but did not follow through with the reimbursement.
Number of days in rental: 5
Total: $245.07
Writer is submitting check for approval in the amount of: $245.07
CNA flag (Y/N): N
***** Customer Document Received *****

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBG3 EC[redacted] | **Open Date** | 07/24/2013 | **Built Date** | 03/25/2013 | | |
| **Model Year** | 2014 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 04/11/2013 | **Mileage** | 4,400 | **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** | 60568 | LIA CHRYSLER JEEP DODGE RAM | | | |
| **Dealer Address** | 2116 CENTRAL AVE | | | | |
| **Dealer City** | SCHENECTADY | **Dealer State** | NY | **Dealer Zip** | 12304 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | ALBANY NY 1[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown | No air bags. |
| Product - Electrical - Lamps and Switches - Other - Default | No high beams |

Briefly summarize why the customer is contacting Chrysler:
Customer calling regarding issues with vehicle. Customer stated shortly after purchasing vehicle, he was having some problems. Customer stated his vehicle does not have high beams and no air bags. Customer stated he no longer wants his vehicle and would like to do buy-back. Agent apologized and advised that he would need to speak with his I2R Coordinator Stephanie Morrison at 888-542-7239 ext 442. Customer stated he didn t want to speak with her. Agent apologized and advised that due to the nature of his situation he would need to speak with Stephanie. Agent transferred customer to Stephanie s voice mail, since she was not available.
**

Briefly summarize what the customer is expecting:
Customer is calling because he no longer wants his vehicle. Received voicemail from customer outlining his customer requesting a return call. >> Spoke with customer who stated that the vehicle is TMU (true mileage unknown). He stated that the General Manager told him that the vehicle is TMU and he should call us and request a buy out or swap. Customer stated that the vehicle is not correctly counting the mileage as he made a very long trip and only three miles were added to the vehicle. Customer stated that he provided video of this occurring to the dealership. Customer is concerned that it could become legal concern for him if he signs the title saying that the mileage is accurate. Customer is requesting a replacement. Customer states that : 1)when he tries to start the vehicle with the fob he gets an error 2) the high beams are inoperative 3) the heated seats don t work 4)air bags are broken 5)all warning lights come on 6) touchscreen inoperative 7) Bluetooth does not recognize commands 8) excessive engine noise. Empathized with the customer and apologized for all of his concerns. Customer stated that the

dealership has video of the vehicle of driving but not adding any mileage or calculating miles per hour. Customer stated that he is willing to trade but does not want to lose any money. Customer stated that Jeff Hoositz is the General Manager that told him to contact Chrysler to request a buyback. Advised customer that at this point the plan of action would be to repair the vehicle which requires it to be taken in for service. Customer agreed to take the vehicle in for service. >> Called Lia Chrysler and spoke with General Manager Jeff Hossitz. He stated that he spoke with the Area Manager who advised they take the vehicle to another dealership. He stated that the mileage is correct on the vehicle and he never told the customer that it was not. They have been unable to duplicate the heated seat concern and stated that customers radio is not meeting expectations because the radio does not have the features the customer is looking for. >> Spoke with Service Manager Gene and requested copies of the customers repair orders. Service Manager confirmed the vehicle is not TMU. He stated that there was a cam/bus concern where the speedometer wasn t reading appropriately. Technical Advisor GWV was a t the dealership that day ad they compared the pcm with the instrument cluster and determined that the mileage is within the specifications for variance. Service Manager also stated that they have an open repair order for the high beams, adaptive cruise control, and air bag. In an attempt to duplicate the customer intermittent high beam operation the Service manager will be driving the vehicle home at night. He states that it is an auto high beam that comes on when it is pitch black and goes off when oncoming traffic is sensed. For the adaptive cruise concern they have been unable to duplicate but made some adjustment to the front distance sensors. There were no codes for either of those concerns. While they were looking at the cruise control the airbag light came on and they have ordered a clock spring. Service Managers will fax the repair orders for further review. Will contact customer by 7/29 as scheduled. Will check for repair orders 7/26.
*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 2160. Thank you ***

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG3 | EC[redacted] | ***Open Date*** | 07/25/2013 | ***Built Date*** | 03/25/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/11/2013 | ***Mileage*** | 3,390 | ***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*** | 60568 | LIA CHRYSLER JEEP DODGE RAM | | | |
| ***Dealer Address*** | 2116 CENTRAL AVE | | | | |
| ***Dealer City*** | SCHENECTADY | ***Dealer State*** | NY | ***Dealer Zip*** | 2304 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | ALBANY NY [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - Default - Default - Default | |
| Product - Electrical - Unknown - Other - Default | |

New CAIR opened to assist customer.
7/25/2013 4:44:17 PM: User Comment by Stephanie Morrison: Received voicemail from customer outlining his customer requesting a return call. >> Spoke with customer who stated that the vehicle is TMU (true mileage unknown). He stated that the General Manager told him that the vehicle is TMU and he should call us and request a buy out or swap. Customer stated that the vehicle is not correctly counting the mileage as he made a very long trip and only three miles were added to the vehicle. Customer stated that he provided video of this occurring to the dealership. Customer is concerned that it could become legal concern for him if he signs the title saying that the mileage is accurate. Customer is requesting a replacement. Customer states that : 1)when he tries to start the vehicle with the fob he gets an error 2) the high beams are inoperative 3) the heated seats don t work 4)air bags are broken 5)all warning lights come on 6) touchscreen inoperative 7) Bluetooth does not recognize commands 8) excessive engine noise. Empathized with the customer and apologized for all of his concerns. Customer stated that the dealership has video of the vehicle of driving but not adding any mileage or calculating miles per hour. Customer stated that he is willing to trade but does not want to lose any money. Customer stated that Jeff Hoositz is the General Manager that told him to contact Chrysler to request a buyback. Advised customer that at this point the plan of action would be to repair the vehicle which requires it to be taken in for service. Customer agreed to take the vehicle in for service. >> Called Lia Chrysler and spoke with General Manager Jeff Hossitz. He stated that he spoke with the Area Manager who advised they take the vehicle to another dealership. He stated that the mileage is correct on the vehicle and he never told the customer that it was not. They have been unable to duplicate the heated seat concern and stated that customers radio is not meeting expectations because the radio

does not have the features the customer is looking for. >> Spoke with Service Manager Gene and requested copies of the customers repair orders. Service Manager confirmed the vehicle is not TMU. He stated that there was a cam/bus concern where the speedometer wasn t reading appropriately. Technical Advisor GWV was a t the dealership that day ad they compared the pcm with the instrument cluster and determined that the mileage is within the specifications for variance. Service Manager also stated that they have an open repair order for the high beams, adaptive cruise control, and air bag. In an attempt to duplicate the customer intermittent high beam operation the Service manager will be driving the vehicle home at night. He states that it is an auto high beam that comes on when it is pitch black and goes off when oncoming traffic is sensed. For the adaptive cruise concern they have been unable to duplicate but made some adjustment to the front distance sensors. There were no codes for either of those concerns. While they were looking at the cruise control the airbag light came on and they have ordered a clock spring. Service Managers will fax the repair orders for further review. Will contact customer by 7/29 as scheduled. Will check for repair orders 7/26. Spoke with customer and advised that based on the review of the computer system the mileage variance is within acceptable range. He stated that he does not want the Service Manager to drive the vehicle as he drives too fast. Advised customer that it will be necessary in order to duplicate any issues with the remote start, hvac, abs, adaptive cruise control, auto high beams, memory seat before moving forward. Customer understood but still wants out of the vehicle. Advised customer I will follow up with him and the dealership 7/30. Customer agreed. >> Called Lia Chrysler and left voicemail for Service Manager Gene informing him that the customer would prefer someone else drive the vehicle for the adaptive cruise control an auto high beam concerns. Also advised that we can authorize a rental if needed. Requested a return call. Will follow up with customer and dealership 7/30.
*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 2160. Thank you ***

Called Lia Chrysler and left voicemail for Service Manager Gene and was informed that the customer is waiting for the vehicle. He stated that they will be replacing the clock spring and they ran a scan and found no code that matched the customer s concern. They plan to compete the clock spring repair then walk through each of the customers additional concerns. >> Spoke with customer who confirmed that he prefers to wait for the repairs to be completed. Advised that he ha the option of a rental. Customer understood and was appreciative. Will follow up with dealership and customer 7/31.
*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 2160. Thank you ***

Called Lia Chrysler to speak with Service Manager and determine their findings. Spoke with Service Manager Gene who stated that they completed a like model comparison. Also replaced the clock spring and completed customer education on different aspects of the vehicle. They were unable to duplicate the rest of the customers concerns and walked through basic voice commands with the uconnect. Service Manager will fax the repair order that outlines all of the customers concerns. >> Spoke with customer who stated that he was told that he didn t know why the vehicle was behaving the way it did and suggested the customer take the vehicle to another dealership. Customer stated that he was advised that he was told that he could do the things manually. Customer will be taking his vehicle to Armory Garage Inc as he does not feel this dealership took him seriously as there have been disagreements in the past. >> Called Armory Garage Inc spoke with Mike Turner, Service Manager who stated that the will see the vehicle. Scheduled customer appointment for 8AM 8/6. >> Spoke with customer and advised of appointment. Customer agreed. Will follow up with customer 8/5 to remind of appointment.
*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 2160. Thank you ***

Spoke with customer who stated that he took the vehicle in to Armory today and showed him things that Lia had damaged. He was told the concern is not repairable and all rims would need to be replaced. The rim doctor came out and said that it cannot be repaired. He had to wait an hour for the guy to come out. Customer stated that Armory told him it would be hard to duplicate the high beam concerns as the vehicle has to be in motion and it has to be dark. Custoerm stated that Lia admitted responsibility for the rims, Tim, and Gene were there to confirm that they completed the balance. They took pictures and left it up to the Body Shop Service Manager. He stated that Armory told him to take it back to where he purchased it and see what they can offer. Apologized to customer for the inconvenience and advised that I will follow up with both dealerships then contact him by 8/6. >> Called Armory Garage Inc to speak with Service Advisor Steve. He was gone for the day. Left message requesting a return call. >> Called Lia Chrysler and was informed that the Service Advisor Gene was gone for the day. Spoke with General Manager Jeff Hoositz who stated that the damage occurred in April so he is not sure how the customer would not have noticed it. Will follow up with both dealerships 8/6.
*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 2160. Thank you ***
Called Lia Chrysler to speak with Service Manager Gene. Spoke with Gene to determine plan of action for customers rim concern. He stated that they will fix it. He stated that they have another wheel repair guy coming out to repair the rims. He stated that there are very minor scratches on the rims. He stated that HE thinks they can be polished as the only damage they saw that was irreparable was the rim that was damaged by the customers accident. He thinks there may have been a miscommunication between the rim person and the dealership as he thinks the damage to the remaining rims may be superficial. He stated that the body shop already had a rim on order for the rim that was damaged from the accident and once that is in they will have the second rim person look at the other rims to determine the repair. Will follow up with dealership 8/12 to determine part status. >> Called Armory Garage Inc and spoke with Steve, Service Advisor. He stated that they found nothing wrong with the vehicle. The customer plans to bring the vehicle in for service 8/7. They have also duplicated a radio concern. >> Spoke with customer who stated that he will take the vehicle in for the radio concern 8/8. Customer stated that there is no music and none of the music/buttons work on the steering wheel. Customer asked where we are going from here. Advised that at this point the recommendation is repair as the only concerns that have been duplicated are the radio and the damage to the rims. Will follow up with customer and dealership 8/9.
*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 2160. Thank you ***
Called customer to determine vehicle status. Spoke with customer who stated that when he went to get in the vehicle it was working properly and was advised to bring it in when it is not acting property. Customer stated that he spoke with Derek Loki, a body shop manager at Lia who confirmed that they damaged the vehicle when they installed the mudflaps. He stated that they accepted full responsibility for the rim damage but they have not made a solid offer. Advised customer that I will follow up with the dealership 8/12 and him 8/14 as he is requesting a service contract.
*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 2160. Thank you ***
Called Lia Chrysler to speak with Body Shop Manager Dan Wheeler. Spoke with Body Shop Manager who stated that they will be taking care of it and are waiting for the customer to back in for service. >> Called customer to schedule appointment. Spoke with customer who stated that h can take the vehicle in tomorrow. Customer stated that the high beams do not activate automatically as they should. Advised that I will authorize the rental and follow up with him by 8/15 to confirm,. >> Spoke with Service

Manager Danny who accepted authorization of the rental and agreed to work with the customer. He was very aware of the customer and his concerns and is more than willing to assist the customer. Advised that customer will come in 8/19.He agreed. >> Left message for customer advising. Will follow up with customer 8/16 to remind of appointment.
*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 2160. Thank you ***
Called customer to remind of 8/19 appointment. Customer still plans to go. Will follow up with customer and dealership 8/20.
*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 2160. Thank you ***
Spoke with customer who stated that the vehicle is in for service. He was placed in a loaner as they said no rental was set up. But they placed him in a rental. He was informed that they will drive it to confirm his high beam concern once the wheels come back. Will follow up with dealership 8/21 and customer by 8/23.
*** If the customer should call, please advise to contact their I2R Coordinator Stephanie Morrison at 888-542-7239, extension 2160. Thank you ***
Called Lia Chrysler to speak with Service Manager to . He stated that they have wheels back and he will test driving tonight to test the auto high beam feature. Will follow up with dealership and customer 8/23.
Called Lia Chrysler to speak with Service Manager Dan Wheeler. Spoke with Service Manager who confirmed that there was an issue with the high beams. He stated that he was told by STAR that as it was a full moon it may have affected that feature. They were able to verify the climate control issue ad have an update pending. He believes the radio is fixed. He is going to keep the vehicle to try it on a darker night per STAR, as the full moon is enough light to prevent the smart beams from coming on. Will follow up with dealership 8/27 as it is expected to be a full moon all weekend. >> Spoke with customer and reviewed the findings to this point. Will follow up with customer 8/27 as well.
Called Lia Chrysler to speak with Service Manager Dan Wheeler. He was able to duplicate the automatic high beams not coming on but is not confident he was going fast enough. He will try again tonight and has two of the three sensors taped up to simulate the low light conditions. Requested they update the STAR case with his findings. Will follow up with dealership 8/28. >> Called customer to review plan of action. No answer, left message advising I will follow up by 8/29.
Called Lia CDJ to speak with Service Manager and determine the results of the test drive. Spoke with Service Manager who stated that they were able to duplicate the concern and it is now repaired. He stated that there is a TSB for the climate concern was released May of 2013. There will be an update coming. The vehicle has been released. He stated that the customer as placed in a non-Chrysler rental as there were no Chrysler products available due to track season. >> Called customer to confirm he is back in his vehicle. Customer stated that at this this point he is pleased. Customer is aware he will have to wait for the update on the a/c system. Advised we will follow up 9/3.
Called customer to confirm repair. Left voicemail requesting a return call if we can be of further assistance. Will follow up 9/5.
Called customer to confirm repair. Left voicemail requesting a return call if we can be of further assistance. Advised that if I haven t heard from him by 9/10 I will be closing his case. Requested a return call if we can be of further assistance.
Closing CAIR as customer has not responded to contact attempts. Called customer 8/27, 8/28, and 9/3. On 9/5 left voicemail requesting a return call if we can be of further assistance. Customer has not responded. Customer states that he received a survey from Chrsyler and it has expired.
Agent advised customer that I will not be able to send another survey. Customer states that that is ok he would just like documented that he is now pleased with the dealership and states that they are actually going above and beyond to help him.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG9 EC[redacted] | **Open Date** | 07/25/2013 | **Built Date** | 04/17/2013 | | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/17/2013 | **Mileage** | 2,695 | **Dealer Zone** | 71 | LOS ANGELES | |
| **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) | | | | | |

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|---|---|---|---|
| **Dealer** | 26553 | MICHAEL STEAD'S WALNUT CREEK CHRYS | LER JEEP DODGE |
| **Dealer Address** | 2404 N MAIN ST | | |
| **Dealer City** | WALNUT CREEK | **Dealer State** | CA |
| | | **Dealer Zip** | 94596 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | ALAMO CA [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - uConnect Cellular System - Other - Default | Climate control inquiry |
| Product - Electrical - Cruise Control - Other - Default | Forward Collision Warning (FCW) |

Briefly summarize why the customer is contacting Chrysler: Customer states that the Forward Collision Warning is not operating. Customer states in both of the top corner of the uconnect screen there are the letters LO.
Briefly summarize what the customer is expecting: Product information
Agent advised the FCW is enabled by cruise control. Customer states it is not operating with cruise control. Agent referred customer to dealer.
Agent advised LO is where the climate settings should be. Agent informed customer to use the climate soft key on the uconnect to adjust. Customer understands and will contact dealer if needed.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | C4RJFJT3 | EC[redacted] | ***Open Date*** | 07/31/2013 | ***Built Date*** | 02/06/2013 | |
| ***Model Year*** | 014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***n Service Dt*** | 6/09/2013 | ***Mileage*** | 5 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

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|---|---|---|---|---|---|
| ***Dealer*** | 26797 | WALLACE CHRYSLER JEEP DODGE RAM | | | |
| ***Dealer Address*** | 2755 SE FEDERAL HWY | | | | |
| ***Dealer City*** | STUART | ***Dealer State*** | FL | ***Dealer Zip*** | 34994 |

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|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | PALM CITY FL [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |
| Dealer - By-Pass - Default - Default - Default | |

CQI Survey Record Received - DATE : 07/31/2013
Survey Number : 1760198
Quality Survey ID Number: 236084418
Survey Date : 07/30/2013
VIN Last 8 : EC[redacted]
CQI Comments at [redacted]2 only if you need clarifica
tion on the problem mentioned previously or can expedite my repair on gettin
g the parts.
* * * * * CASE MANAGER TEAM - District M * * * * * *
Survey indicates that the computer that controls the ABS and collision,
cruise went out and dealer had to order parts.
Writer is contacting dealer 60457 to speak to SM George, SM not available
and writer left voicemail.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
7[redacted] customer states that he took vehicle to a closer dealer,
dealer 26797.
Writer attempted to contact dealer Service Manager Brian however,
SM is not available. Left message for a return call at extension 66109
SM Brian called back spoke with writer informed writer that two parts are
needed for the repair part # 68085397AB is in transient and part #
68199249AH is scheduled to be released on 08/23/2013 the order # is
S0723T SM Brian informed writer the order has been put in as special
handling but he cannot expedited the part writer has informed SM Brian
writer will escalate the case to 96Wfor expediting as repair cannot be
completed till SM Brian receives both parts
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING
on 2013-08-07 @ 13:52

PART NUM 68199249AH
order #S0723T
part # 68085397AB
order #S0723T
88 case
part 68199249AH No dealers located for the search criteria
Part 68085397AB Number of dealers with parts available: 3
assign to fo507
****** START OF SUPPORT ESCALATION by T3834RK******
68199249AH - order has been upgraded to a VOR. The analyst is working on getting the end item. I have asked the analyst for an update. The supplier has promised to ship to Mopar on 8/23.
****** END OF SUPPORT ESCALATION ****** by T3834RK
****** START OF SUPPORT ESCALATION by T3834RK******
68085397AB - order shipped, tracking 1[redacted]Delivered On:
Friday, 08/02/2013 at 9:29 A.M.
Left At:
Receiver
Signed By:
TERRY
****** END OF SUPPORT ESCALATION ****** by T3834RK
Order S0723T for dealer: 26797 for part: 68085397AB has been resolved
Awaiting part#68199249AH
Delivered On:
Monday, 08/12/2013 at 9:37 A.M.
Left At:
Receiver
Signed By:
TERRY
Status update provided via email to the following email address:
[redacted]
Hi[redacted], my name is Franc with Chrysler and Jeep Parts Corporate. Your part for your Jeep shows to be delivered to the dealer. They can help you with repair and answer any repair questions you may have. If you have part questions, you can reply to this email or call me direct. IF you have no questions with parts, the case will automatically close in 3 days. I appreciate you choosing Jeep.
PH: 855-525-5085
EXT 472-0323
Monday-Friday 8AM-4:30 PM
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | C4RJFJT7 | EC[redacted] | ***Open Date*** | 07/31/2013 | ***Built Date*** | 03/11/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***n Service Dt*** | 04/11/2013 | ***Mileage*** | ,500 | ***Dealer Zone*** | 42 | DETROIT | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 26016 | JIM RIEHL'S FRIENDLY CHRY JEEP INC | | | |
| ***Dealer Address*** | 32899 VAN DYKE AVENUE | | | | |
| ***Dealer City*** | WARREN | ***Dealer State*** | MI | ***Dealer Zip*** | 48093 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | SAINT CLAIR SHOR MI [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Product Information - Default - Default - Default | UConnect Access packages |
| Product - Electrical - uConnect Cellular System - Phone Pairing Compatibility - Android (LG/HTC/Motorola/Samsung) | verizon |

Briefly summarize why the customer is contacting Chrysler: Customer called needing assistance with phone compatibility. Customer states that he has received a text once and answered it and then it stopped. Agent checked on uconnectphone.com and the phone is not fully compatible because of the version software which customer has a 4.1.2 and the version that it needs to be is 4.0.4. Customer also wanted to know the price packages for UConnect Access. Agent provided the customer with the contact information through UConnect Care Q & A
Briefly summarize what the customer is expecting: Customer called needing assistance with phone compatibility and questions about package prices UConnect Access.
Customer called stating he got a text message through his system and he was able to answer it through the system. Customer stated it does not do it anymore since that one time. Agent advised customer his phone is not completly compatible and that is why it is not working again. Agent advised customer to keep looking at the website he has for system updates.
Briefly summarize why the customer is contacting Chrysler: Customer is upset that his $65,000 vehicle has seen the dealership more than him. Customer has had the vehicle twice for the radio and 3 times for the adaptive cruise. Customer is very loyal to Chrysler has owned 11 new vehicles over the years. Customers best contact number is [redacted]
homeÙ and 5[redacted]
cellÙ. Customer states the dealership was at his home today to install a refurbished radio. The radio had issues when they were booting it up, it was very slow. Customer states it did finally load. Dealership left and customer reprogrammed everything for nearly an hour. Shut the vehicle

off, when he went back out to it and started it the radio had quit totally. Customer does not feel that it is too much to ask for a new radio. Customer is very upset. Customer is scheduled for an appointment at the dealership 8/15/13 @1:30 PM. Customer is working with SM Bill Stanley. SM explained to the customer that he will see him tomorrow there is no more they can do at this time. SM s direct number is 586.983.4345.
Briefly summarize what the customer is expecting: Brand new radio.
CAC updated COIN.
CAC informed customer that agent will escalate his case for further assistance and an agent will contact him within 1 business day.
OUTBOUND CALL TO JIM RIEHL S FRIENDLY CHRY JEEP INC, left VM for Bill SM @586.983.4345, informing him of the customers concern and that his case will be escalated for further assistance. Chrysler is aware of the customers appointment and he will be contacted shortly.
Status update provided via email to the following email address:
[redacted]
My name is Justin and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Uconnect Case Management telephone number is: 877-855-8400.
My direct extension is: 4718355
My work hours are: Monday-Friday 12:30 PM-9:00 PMEST
I will contact you within one business day by telephone to review your case with you.
Thank you for your time.
End of Status Update
CM attempted to contact the SM Bill but reached a voice mail. CM left the direct number 1-877-855-8400 ext 4718355.
SM Bill contacting to speak with his CM. SM Bill stated he received message but CM did not give extension. Agent transferred SM Bill to CM extension 4718355 to either speak to CM or leave voice mail.
CM recevied a voice mail from the SM Bill who stated they replaced the customer radio and tested the new radio and everything was working fine. SM Bill stated after that the radio went completely blank and they are now waiting on star to update them with new information.
CM attempted to contact the SM Bill but reached a voice mail. CM left a message informing the SM Bill that the only information the CM has about radios going blank in all modes for the RA4 radios is make sure the software version 13.19.0 and if the symptom reoccurs, replace radio with one built after June 12, 2013 or with a purple dot on the top.
CM attempted to contact the SM Bill but reached a voice mail. CM left the direct number 1-877-855-8400 ext 4718355.
CM received a message stating the radio has been installed.
CM received a message from SM Bill stating to call him at 586-983-4345.
CM contacted the SM Bill and the CM was informed the radio came in yesterday and they installed it. Bill stated everything seemed to be working completely fine when the customer left. CM thanked Bill and the call was ended.
CM contacted the customer seeking if the radio is working fine and the customer stated everything seems to be working great. CM informed the customer that his case would be closed. Customer thanked the CM.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG3 | EC[redacted] | **Open Date** | 08/14/2013 | **Built Date** | 04/11/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 04/30/2013 | **Mileage** | 5,500 | **Dealer Zone** | 66 | ORLANDO | |
| **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** | 68510 | MALL OF GEORGIA CHRYSLER DODGE | JEEP |
| **Dealer Address** | 4345 BUFORD DR | | |
| **Dealer City** | BUFORD | **Dealer State** | GA |
| **Dealer Zip** | 30518 | | |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | DACULA GA [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Referral - Escalation - Default - Default - Default | CoE contact |
| Corporate - Complaint Contact - Default - Default - Default | Customer is having on going issues with this problem |
| Product - Electrical - Unknown - Other - Default | Settings for the park sense and the collision warning system resets |

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today in regards to the on going issues with the setting for the park sense and the collision warning system. Customer states that when he starts the engine it would reset the settings. Customer states that he just picked the vehicle up on 08/12/13 from dealer 68510 and the issue is still there.
Briefly summarize what the customer is expecting: Customer is expecting technical assistance and this issue to be resolved. Agent tried to contact dealership 68510 twice and was not able to get a hold of anyone is service. Agent notice that there is a star case on this vehicle and the radio was replaced. Customer would like to have this issue resolved. Agent advised customer that this case will be escalated to case management and customer will receive a phone call by end of business day tomorrow.
Who has possession of the vehicle? Customer (just picked vehicle up on 08/12/13)
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? 68510 MALL OF GEORGIA CHRYSLER DODGE
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: chrisdyar@yahoo.com
Reassigned to: 88f
Reassigned CAIR to 86U based on issue. Next agent: Please advise dealer that RRT 13-056 2013 D-SERIES 2014 WK RA3/RA4 RADIO ENHANCEMENT showing as not performed. Please request RRT be performed. Discs were sent to

dealerships last week dcp15
Briefly summarize why the customer is contacting Chrysler: The customer had called in to check the status of his case. The customer stated that the radio had been replaced in his vehicle but the same thing had happened. The customer wants to know if this is a known issue with Chrysler.
Briefly summarize what the customer is expecting: To have his vehicle repaired.
Agent had called the dealership 68510 to advise them of an incomplete RRT on this vehicle. Agent spoke with SA Sam and he verified that the RRT had been completed Aug. 10th. Agent had put the customer on a 3 way to speak with Sam. The customer told Sam that it is doing the same thing. Sam said that he would speak with Collin in regards to Collin calling the customer back. Agent did find an open Star case number [redacted] where the dealership was advised to change the radio in the vehicle. The customer wanted to know if this could be sent up to someone higher. Agent advised the customer that his vehicle has to be at the dealership in order to have this sent up. Agent advised the customer to call back if that is what he decides to do.
Writer researching information
****** Below Customer Contacted for Documentation Request ******
[redacted]
****CONTACT UPDATE****
Writer called customer at 5:18 pm on 08/21/13 at [redacted] and spoke with the customer and found that he has been to the dealership on several occasions about his issue. The customer is stating that he will activate his settings on the radio for everything and ever time that he uses the remote start or recalls the memory seats the settings are gone. The customer is stating that he has spoken with the dealership and they are waiting on STAR to return the call to the dealership. The writer let him know that she would definitely contact the dealership and reach out to see what may be going on and to have them update the information. Customer asked to be sent her contact information via email. Writer agreed to do so and stated that she would contact him back by the end of the week. Customer thanked writer and ended call.
Status update provided via email to the following email address:
[redacted]
My name is Kristin and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]3).
The Uconnect Case Management telephone number is: 877-855-8400.
My direct extension is: 4718259
My work hours are: Monday-Friday 8:15 am - 4:45 pm EST
I will contact you once I contact the dealership to review your case with you.
Thank you for your time.
End of Status Update
***** Customer Document Received *****
Begin Customer Message reviewed:
Thank you, I received your email. I will try to upload the video to the link you sent.
Thanks,
[redacted]
End of Reviewed Customer message
****CONTACT UPDATE****
Writer contacted the dealership at 3:28 pm on 08/22/13 at 770-945-0839 and spoke with Shirley and then was placed on hold for 10 minutes. Writer ended call.
Writer contacted the dealership back at 3:37 pm on 08/22/13 at 770-945-0839 and spoke with Amanda and let her know that the customer is still having preset issues at this time and would like an update on the file from the dealership. Amanda stated that Sam was working with the customer and transferred her to the VM. Writer left a message for the SA to contact the CM back with an update on the customer s file. Writer provided her contact information of 877-855-8400 ext 4718259 to contact back when he has the chance and ended call.

****CONTACT UPDATE****
Writer contacted the dealership at 11:48 am on 08/23/13 at 770-945-0839 and spoke with Morgan and was transferred to Sam s VM. Writer left a message for the SA to contact her back about the customer s vehicle and asked to be contacted back at 877-855-8400 ext 4718259. Writer thanked dealer and ended call.
****DEALER UPDATE****
The dealership contacted the writer at 12:17 pm on 08/23/13 as per message left for him. Writer was unable to speak with the dealer as she was on the other line. Sam stated that they have been in contact with STAR and they were told to replace the radio and they did this and it did not fix the issue. They then went ahead and updated STAR and have been informed that they are to order a memory seat module. The customer is setting the presets in his vehicle on driver seat #1 and then switches over to driver seat #2 and then returns and all is erased at that time. They tried this on another brand new Jeep on the lot and found that the exact same thing happens. The dealership is ordering a memory seat module today and they will contact the customer when it comes in. Sam stated that if there were any other questions she can contact him at [redacted].
****CONTACT UPDATE****
Writer called customer at 2:48 pm on 08/23/13 at 4[redacted] and spoke with the customer and let him know that the memory seat module is on order at this time and she will contact him end of next week to inform him of the arrival or not of the part. Customer thanked writer and ended call.
****CONTACT UPDATE****
Writer contacted the dealership at 2:24 pm on 08/27/13 at 770-945-0839 and spoke with Corrine and found that the part has been shipped and is expecting to arrive on 08/29/13. Writer thanked dealer and ended call.
****CONTACT UPDATE****
Writer contacted the dealership at 11:21 am on 08/29/13 at 770-945-0839 and spoke with Robert and found that the part is in at this time. Writer thanked dealer and ended call.
****CONTACT UPDATE****
Writer called customer at 11:24 am on 08/29/13 at 4[redacted] and spoke with the customer and found that the customer was already informed that his part is in and he has an appointment for 08/30/13 at 3:30 pm. Writer let him know that she would go forth and follow up after the appointment of on the following business day. Customer thanked writer for the update and ended call.
****CONTACT UPDATE****
Writer contacted the dealership at 11:56 am on 08/30/13 at 770-945-0839 and could not speak with anyone in the dealership. Writer will follow up with the customer.
****CONTACT UPDATE****
Writer called customer at 12:00 pm on 08/30/13 at [redacted]8 and spoke with the customer and found that the appointment is for today not 08/29/13. Writer apologized for the confusion and let him know that she would follow up with him on 09/03/13. Customer thanked writer and ended call.
****CONTACT UPDATE****
Writer contacted the dealership at 6:01 pm on 09/03/13 at 770-945-0839 and spoke with Cynthia and was transferred to Sam s VM. Writer left a message for the SA to contact her back at 877-855-8400 ext 4718259. Writer thanked dealer and ended call.
****DEALER UPDATE****
The dealership contacted the writer at 1:21 pm on 09/04/13 as per message left for him. Writer spoke with Sam and found that the memory seat module did not fix the customer s problem. Sam stated that the park sense and forward collision is set on seat one. The customer then sets up seat two and then goes back to seat one and the settings for the park sense and collision warning are reset. It is only these 2 components that do not stick. Writer let the dealership know that there is an update coming out on 09/16/13 for the radio and would find out if this will assist in helping this particular issue. Sam asked to be kept informed. Writer

agreed to do so. Sam thanked writer and ended call.
Begin Customer Message reviewed:
Kristin,
Just wanted to give you an update. I took the GC to the dealer last Friday. They replaced the seat memory module however this had no affect on the problem. They said they would get in touch with chrysler, and then get back with me.
Please let me know if you hear from them. I have not heard back from them yet.
Thanks,
[redacted]
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Hi [redacted]. I did speak with the dealership the other day and am waiting on information on corporate. You were on my callback list for today but this works too. I heard that this did not fix the concern and am hoping to receive a response soon from the corporate team. I apologize for the dealy, but will definitely keep you informed.
Thank you for your time
End of Status Update
Waiting on Supervisor decision/action
Waiting on Supervisor decision/action
Begin Customer Message reviewed:
Just checking to see if you have heard anything? I have email the dealership, but have not heard anything back from them.
Thanks,
[redacted]
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Hi [redacted] I have not been in contact with my supervisor as of yet today as I just arrived back, but as it stands right now I still have not heard anything of what they may be looking to do. Once I get to speak with my supervisor, hopefully she has some answers, I will get back to you and let you know.
Thank you for your response and time.
End of Status Update
Status update provided via email to the following email address:
[redacted]
Hi [redacted], the situation has been escalated and I have been informed that once an update has arrive to my supervisor I weill be informed. My supervisor works the late shift this week and will not be in until 4:00 pm EST.
Thank you for your time and patience in the matter
End of Status Update
Waiting on Supervisor decision/action
Waiting on Supervisor decision/action
Begin Customer Message reviewed:
Good Morning, Just wanted to check to see if there was an update, or where we stand? Does Chrysler know what is causing the issue? Are they working on it? Do they need anymore information from me?
Thanks,
Chris Dyar
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
[redacted]. So far there is not a notification of any additional information requested or needed at this time. I do know that my superiors are working with who they need to to get this resolved but I sdo not have any other information other then this for you at this time. I apologized for the inconvenience.
Thank you for your time and patience.
End of Status Update
Waiting on Supervisor decision/action
Waiting on Supervisor decision/action

Information sent to DCP15
Waiting on Supervisor decision/action
Per STAR file as of 9/3/13:
no other codes in any modules. tested wiring, ok. replaced module. no change. I have tested 3 or 4 other jeeps, they all do the same thing.
T3216MK
**********
Agent contacted dealer, spoke with SM who confirmed that Park sense and collision warning settings lost when using remote start. Both Media Center and Memory Seat module have been replaced.
STAR case [redacted] shows that dealership has tested other vehicles, which exhibit the same behavior. STAR agent advises that vehicle *may* be operating as designed. No updates since.
THE LAST TIME VEHICLE WAS AT DEALER WAS AUGUST 23RD AND DEALER HAS NOT HEARD FROM OWNER SINCE VEHICLE LEFT THAT DAY.
Agent will email SM attached SOL. Agent contacted SAM143; left message with direct line. Agent will contact owner and have him scheudle a follow up appt to dealer. At that point, SAM143 will work with SM to resolve.
Owner to be contacted once agent confirms status of repair history.
SAM143 will then contact SM to review and schedule a follow up appt and possible T/A
**********
Spoke with SAM143 on this one and STAR is considering this normal operation. No further repairs will be authorized; like vehicles were tested on the dealer lot and all of them did the same thing. Owner has not been back to dealer since then, which was Aug 23rd
Agent informed owner.
Owner stated that he installed a Uconnect software update from the owners portal this morning and everything is working as designed.
Agent provided direct line for any future issues.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECG4 | EC[redacted] | ***Open Date*** | 08/22/2013 | ***Built Date*** | 04/12/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 06/04/2013 | ***Mileage*** | 4,635 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***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*** | 60338 | AIRPORT CHRYSLER DODGE JEEP | | | |
| ***Dealer Address*** | 5751 EAGLE VAIL DR | | | | |
| ***Dealer City*** | ORLANDO | ***Dealer State*** | L | ***Dealer Zip*** | 32822 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | PALM BAY FL [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Engine Wiring - Defective - Default | Customer antilock brake lights are flashing. |

****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
Briefly summarize why the customer is contacting Chrysler: Customer is out of town and all of a sudden, all his warning lights are flashing.
His anti lock brake lights, his air bag lights are flashing, etc.
Briefly summarize what the customer is expecting: Customer expects help.
Customer is near Stuart Florida.
Agent contacted dlr 26797 and spoke to SA Mark and advised him of the problem. Then agent transferred customer over to dealer to speak.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEJT9 | EC[redacted] | ***Open Date*** | 08/30/2013 | ***Built Date*** | 06/28/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/22/2013 | ***Mileage*** | 346 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 45628 | OPELIKA CHRYSLER DODGE JEEP RAM | | | |
| ***Dealer Address*** | 801 COLUMBUS PARKWAY | | | | |
| ***Dealer City*** | OPELIKA | ***Dealer State*** | AL | ***Dealer Zip*** | 36801 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | OPELIKA AL[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - uConnect Cellular System - Other - Default | Selectable menu items not showing. |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |
| Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default | |
| Product - Air Conditioning / Heater - Unknown - Other - Default | |
| Product - Electrical - Heated Seat - Other - Unknown | |
| Product - Steering - Unknown - Other - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
UConnect 8.4AN Issues
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I am having stability issues on my 2014 Grand Cherokee Summit. Menu items in the settings are changing at random and some cannot be selected at all, the check mark just disappears. The main issue is with the heated/ventilated seats at remote start option, this option will not stay selected. Also having problems with the ParkSense and Forward Collision systems unselected at random times. Very unstable in the settings menu, otherwise system is working as promised.
*****END OF CUSTOMER EMAIL*****
Outside Service Department contact hours.
Dear [redacted]n:
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2014 Grand Cherokee.
We are pleased to provide information related to your inquiries. Given the information requested, we will need time to further research into your inquiry to provide the most accurate information possible.
I appreciate your patience and understanding as we further look into your inquiry. We will be in contact with you soon.
Thanks again for your email, Carlton.
Sincerely,
Jeff
Customer Service Representative
Jeep Customer Assistance Center

*****END OF CUSTOMER EMAIL*****
Reason for Dealer Contact: Reviewing if vehicle is at Dealer, any updates since STAR file started, merrits of escalation to 88F. No red letter or other review necessary at this time.
Dealer Code: 45628
Dealer Personnel Required: Service Manager/Tech
Customer s Preferred Method of Contact: Phone/Email
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address [redacted]
Reason for assigning to Resolution Team: Outside Dealer hours.
Assigned to 86T
DEALERSHIP CALL: OPELIKA CHRYSLER DODGE JEEP RAM @ 334-749-8113 SA Hart advised they have opened a STAR case and is getting the customer back to the dealership for further diagnosis. SA Hart advised there may be an issue with the seating element itself but needs to get the customer back to the dealership before they will know more.
I apologize for the inconvenience this issue has caused. I have just spoken to your Service Advisor Hart at Opelika Chrysler and he will be in contact with you to book an appointment for further diagnosis. Once your vehicle is at the dealership and diagnosed and if you have any further questions or concerns, pleases contact us back and you case can be reopened. Your case number is [redacted] and you can contact us by email again or by phone at 1-877-426-5337.
Reassigning CAIR to DF314 for 861 Survey ByPass.
***Survey By-pass Added***

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG1 | EC[redacted] | ***Open Date*** | 09/02/2013 | ***Built Date*** | 07/15/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/26/2013 | ***Mileage*** | 180 | ***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*** | 26405 | FREEHOLD CHRYSLER JEEP, INC | | | |
| ***Dealer Address*** | 4304 ROUTE 9 SOUTH | | | | |
| ***Dealer City*** | FREEHOLD | ***Dealer State*** | NJ | ***Dealer Zip*** | 07728 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] NEW JERSEY | ***Home Phone*** | |
| | 07748 NJ[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default | dealership not able to explain |
| Product - Electrical - Unknown - Other - Default | forward collision warning not working |
| Corporate - CNA Change - Default - Default - Default | ownership information updated in COIN |
| Referral - Other - Default - Default - Default | referred to the dealership |
| Corporate - Technical Assistance - Default - Default - Default | seeking technical assistance |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Problem with my new Grand Cherokee
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I just bought my new Grand Cherokee 2014 last week. I bought limite version with 'Advanced Technology Group'. I just found that 'Forward Collision Warning with Crash Mitigation' is not working in my new vehicle. I am taking it for service this Friday. While buying the Jeep, I heard lot of safety features which we cannot experience it unless there is an emergency. 'How could I trust those features will work properly when it required ?'
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center regarding your 2014 JEEP GRAND CHEROKEE LIMITED.
Firstly, congratulations on the purchase of your new vehicle.
Unfortunately, we are unable to provide technical assistance. You may refer to your local dealership for further assistance, or you may refer to the vehicle s service manual if you feel this feature is not functioning as it should.
FORWARD COLLISION WARNING (FCW) WITH MITIGATION OPERATION
The Forward Collision Warning (FCW) system with mitigation provides the driver with audible warnings, visual warnings (within the EVIC), and may apply a brake jerk to warn the driver when it detects a potential frontal collision. The warnings and limited braking are intended to provide the

driver with enough time to react, avoid or mitigate the potential collision.

FCW monitors the information from the forward looking sensors as well as the Electronic Brake Controller (EBC), to calculate the probability of a forward collision. When the system determines that a forward collision is probable, the driver will be provided with audible and visual warnings and may provide a brake jerk warning. If the driver does not take action based upon these progressive warnings, then the system will provide a limited level of active braking to help slow the vehicle and mitigate the potential forward collision. If the driver reacts to the warnings by braking and the system determines that the driver intends to avoid the collision by braking but has not applied sufficient brake force, the system will compensate and provide additional brake force as required. When the system determines a collision with the vehicle in front of you is no longer probable, the warning message will be deactivated.

The minimum speed for FCW activation is 5 mph (10 km/h). The FCW alerts may be triggered on objects other than vehicles such as guard rails or sign posts based on the course prediction. This is expected and is a part of normal FCW activation and functionality. It is unsafe to test the FCW system. To prevent such misuse of the system, after 4 Active Braking events within a key cycle, the Active Braking portion of FCW will be deactivated until the next key cycle. The FCW system is intended for on-road use only. If the vehicle is taken off-road, the FCW system should be deactivated to prevent unnecessary warnings to the surroundings. If the vehicle enters 4WD Low Range, the FCW system will be automatically deactivated.

WARNING!

Forward Collision Warning (FCW) is not intended to avoid a collision on its own, nor can FCW detect every type of potential collision. The driver has the responsibility to avoid a collision by controlling the vehicle via braking and steering. Failure to follow this warning could lead to serious injury or death.

Turning FCW ON Or OFF

The default status of FCW is On , this allows the system to warn you of a possible collision with the vehicle in front of you. The forward collision button is located on the switch panel below the uconnect display.

To turn the FCW system OFF, press the forward collision button once to turn the system OFF (led turns on).

To turn the FCW system back ON, press the forward collision button again to turn the system ON (led turns off).

Changing the FCW status to Off prevents the system from warning you of a possible collision with the vehicle in front of you.

Changing the Active Braking status to Off prevents the system from providing limited autonomous braking, or additional brake support if the driver is not braking adequately in the event of a potential frontal collision.

The FCW system state is kept in memory from one key cycle to the next. If the system is turned OFF, it will remain off when the vehicle is restarted.

Changing FCW And Active Braking Status

To change the FCW and Active Braking settings with uconnect 8.4/8.4A System Screen

The settings can only be changed when the vehicle is in PARK.

Follow these steps to set the FCW and Active Braking:

1. Press the Controls soft-key located on the bottom of the uconnect display.
2. Press the Settings soft-key.
3. Press the Safety & Driving Assistance soft-key.
4. Press the FWD Collision Warning , Far or Near soft-key for your desired preference.
5. Press the Active Braking On or Off soft-key.

A check mark will appear in the selection box to indicate the setting. The system will retain the last setting selected by the driver after ignition shut down.

FCW may not react to irrelevant objects such as overhead objects, ground

reflections, objects not in the path of the car, stationary objects that are far away, oncoming traffic, or leading vehicles with the same or higher rate of speed.
FCW will be disabled like ACC, with the unavailable screens.
Thanks again for your email.
Sincerely,
Kristine
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Refer to CAIR#[redacted]
Can I reply to this email ?
Regards,
Saravanan
*****END OF CUSTOMER EMAIL REPLY*****
Dear Saravanan:
Thank you for contacting the Jeep Customer Assistance Center regarding your 2014 JEEP GRAND CHEROKEE LIMITED.
If you have any questions or concerns please don t hesitate to contact us by email or by phone at our Jeep Customer Assistance Center at 1-877-426-5337.
Thanks again for your email.
Sincerely,
Kristine
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBG5 EC[redacted] | | **Open Date** | 08/30/2013 | **Built Date** | 06/06/2013 | |
| **Model Year** | 2014 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 06/22/2013 | **Mileage** | 1,285 | **Dealer Zone** | 51 | CHICAGO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 42344 | GURNEE DODGE INC | | | |
| **Dealer Address** | 7255 GRAND AVE | | | | |
| **Dealer City** | GURNEE | **Dealer State** | IL | **Dealer Zip** | 60031 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | KILDEER IL [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Other - Default | Customer states forward collision warning system is not working |

This writer was at Dealer 42344 on 8/28/13 and test drove vehicle with Dealer Tech. Customer concern is that the forward collision warning system is not working properly. On vehicle test drive, writer actuated Adaptive Cruise Control System (ACC) and verified that Forward Collision Warning System (FCW) is working as designed. On test drive, vehicle maintained an appropriate distance with vehicles in front when the ACC is activated. Additionally, the FCW worked properly as well, as a audible warning and a message on the EVIC was illuminated when the vehicle sensed it was getting too close a vehicle that was stopping/stopped. Additionally, the FCW system applied the brakes to the vehicle as well as necessary.
Based upon this test drive and comparison to Dealer Stock-VIN # EC201280, the customer s vehicle is operating properly, as designed.
From conversation with the Dealer, it sounds like maybe the customer has a different expectation for what the FCW System is supposed to do.
Writer advised that the FCW System does not function like Park Sense Back-Up Assistance. It is this writer s understanding that maybe they think the FCW System should alert them to objects in front of them at all times (like Park Sense does when you are in reverse).
Writer exlained that FCW only works when the Adaptive Cruise System is engaged. It was recommended that the Dealer review the operation/function of the ACC & FCW System with the customer...mam50-Matt Maertens _

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG0 | EC[redacted] | ***Open Date*** | 09/03/2013 | ***Built Date*** | 07/10/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/31/2013 | ***Mileage*** | 1,200 | ***Dealer Zone*** | | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | ST AUGUSTINE FL [redacted] | ***Country*** | UNITED STATES |

Corporate - Product Information - Default - Default - Default

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Enhanced Adaptive cruise control and Adaptive cruise control with stop
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Comments:
Could you please explain the difference between NH1P and NH3P and how they both operate. Any other info on ACC would be appreciated. Thanks NB: I really love this jeep!!!
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Adaptive Cruise Control (ACC) increases the driving convenience provided by cruise control while traveling on highways and major roadways. However, it is not a safety system and not designed to prevent collisions.
ACC will allow you to keep cruise control engaged in light to moderate traffic conditions without the constant need to reset your cruise control. ACC utilizes a radar sensor and a forward facing camera designed to detect a vehicle directly ahead of you.
NOTE:
If the sensor does not detect a vehicle ahead of you, ACC will maintain a fixed set speed.
If the ACC sensor detects a vehicle ahead, ACC will apply limited braking or acceleration (not to exceed the original set speed) automatically to maintain a preset following distance, while matching the speed of the vehicle ahead.
Enchanced Adaptive Cruise includes ACC plus Forward Collision Warning. The Forward Collision Warning (FCW) system with mitigation provides the driver with audible warnings, visual warnings (within the EVIC), and may apply a brake jerk to warn the driver when it detects a potential frontal collision. The warnings and limited braking are intended to provide the driver with enough time to react, avoid or mitigate the potential collision.
NOTE: FCW monitors the information from the forward looking sensors as well as the Electronic Brake Controller (EBC), to calculate the probability of a forward collision. When the system determines that a forward collision is probable, the driver will be provided with audible and visual warnings and may provide a brake jerk warning. If the driver does not take action based upon these progressive warnings, then the system will provide a limited level of active braking to help slow the

vehicle and mitigate the potential forward collision. If the driver reacts to the warnings by braking and the system determines that the driver intends to avoid the collision by braking but has not applied sufficient brake force, the system will compensate and provide additional brake force as required.
When the system determines a collision with the vehicle in front of you is no longer probable, the warning message will be deactivated.
The Forward Collision Warning Plus (FCW+) system is an enhancement to the current vehicles equipped with Adaptive Cruise Control (ACC) and a Forward Facing Camera (FFC). This system uses the FFC for enhanced sensitivity to objects in front of the vehicle. The system utilizes radar and video input to detect whether the vehicle is approaching another vehicle or large obstacle in its path too rapidly and warn/assist the driver in avoiding the incident. The system communicates with other components on the vehicle to apply the brakes and/or to alert the driver through visual and audible warnings.
Forward Collision Warning options and Active Braking settings can be changed. When the vehicle is equipped with a Uconnect 8.4/8.4A system screen, the Safety and Driving Assistance soft key needs to be selected to access the options menu. When the vehicle is equipped with the Uconnect 5.0 system, pressing the + MORE hard-key located on the lower right side of the Uconnect system will bring you to the Settings soft key.
The system also monitors the torque sensor inside the EPS to verify the driver s hands remain on the wheel. If no driver s steering input is received for 3 5 seconds, the system alert the driver with audio and visual warning. If the steering wheel continues to receive no torque input from the driver, the FCW+, ACC+ and LDW+ will deactivate. Once the vehicle has achieved road speeds of 60 km/h (37 mph) and below 160 km/h (100 mph), sense the drivers steering input and the FFC can clearly detect the lines in the road, the system will enable again. The system will also disable when the drivers seatbelt is unbuckled while the vehicle is travelling at speeds of 10 mph or greater.
Thanks again for your email.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBG1 | EC[redacted] | **Open Date** | 08/30/2013 | **Built Date** | 07/15/2013 | |
| **Model Year** | 2014 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/26/2013 | **Mileage** | 180 | **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** | 26405 | FREEHOLD CHRYSLER JEEP, INC | | | |
| **Dealer Address** | 4304 ROUTE 9 SOUTH | | | | |
| **Dealer City** | FREEHOLD | **Dealer State** | NJ | **Dealer Zip** | 07728 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | MIDDLETOWN NJ 0[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Other - Default | Forward Collision Warning |

Briefly summarize why the customer is contacting Chrysler:
See CAIR[redacted] for history.
Customer intentionally put a cardboard box in front of his vehicle 3 ft tall by 3 ft wide, and tried to run it over so that he could test his FORWARD COLLISION WARNING (FCW) WITH MITIGATION. Customer states he was driving 24mph and the FCW did not warn him of the box in front of his vehicle.
Customer took his vehicle to dealer 26405 earlier today.
Customer is not satisfied with the answers provided by the dealership.
Agent called to the dealership and spoke to Dan-SA.
Dan-SA said that there was a language barrier with the customer.
SA explained that they told the customer that the FCW did not engage as it only works when the Adaptive Cruise Control is engaged. The SM even came out to try to explain to him that the FCW only works when the ACC is engaged.
Agent tried to explain to the customer that the ACC has to be turned on for the FCW to work. Customer is disagreeing.
Customer asked for a supervisor and agent explained that the supervisor does not have access to any other information than the agent has access to.
-
Customer has requested Supervisor callback
Preferred daytime number: [redacted]1
Preferred evening number: [redacted]
Reason for request: Customer stated he wanted to make a complaint against CAC agent.
CAIR assigned to: BA215
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Supervisor scheduled to call customer pertaining to lines 11-17.
Supervisor called customer @[redacted], supervisor advised of lines

12-17 during voice mail. Supervisor scheduled to call customer back within 1 business day.
Supervisor called customer and left another voice mail message stating lines 12-17. Supervisor advised if customer had any further questions or concerns they could call anytime provided contact number 1-877-426-5337.
LT684 please close case.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG4E[redacted] | | ***Open Date*** | 09/10/2013 | ***Built Date*** | 05/17/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/29/2013 | ***Mileage*** | 5,940 | ***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*** | 23107 | SEA VIEW AUTO CORPORATION | | | |
| ***Dealer Address*** | 810 HIGHWAY 35 | | | | |
| ***Dealer City*** | WANAMASSA | ***Dealer State*** | NJ | ***Dealer Zip*** | 07712 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | RED BANK NJ [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Brakes - Unknown - Other - Front | Customer seeking lemon law |
| Product - Electrical - Cruise Control - Defective - Default | Customer seeking lemon law |
| Product - Electrical - Navigation System - Complete Failure - Default | Customer seeking lemon law |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default | Customer seeking lemon law |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | Functioning randomly and freezing |
| Referral - Other - Default - Default - Default | dealer |
| Corporate - Product Information - Default - Default - Default | vehicle concerns |
| Dealer - By-Pass - Default - Default - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
14 Grand Cher. Overland, owned 3 mths., 5-6 service visits to repair electr
onic issues with radio hub. Radio replaced 9/6/13. Issues bad to worse. Radi
o not wrkg. no climate controls, display lights on, functions not wrkg. too
many issues to list.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
5-6 visits for following issues: radio crackling, lost sound, froze, sd
cards would not play, lost all favorite settings, navigation
freezing,remote start not keeping settings, temp. settings randomly
changing, text messages lost, not working, forward collision sounding,
vehicle automatically braking, no forward vehicle visible. New radio
installed 9/6, does not work, air and heat do not work, function buttons
lit, functions do not work. Sending letter to Auburn Hills, MI
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
We regret the problem your vehicle has experienced and appreciate the
time and effort you took to bring this matter to our attention. Comments
like yours are one way we have to learn of problems that may develop and
improvements desired by customers.
Unfortunately, given the many variables involved, we are unable to
diagnose your vehicle s problem via email. We recommend contacting your
authorized dealership to arrange an appointment for proper diagnosis and
repair.

We do see there is an enhancement needed for the specific system that was in your vehicle from factory. If the same unit was replaced, perhaps this is something the dealership could look into performing.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.
Thanks again for your email.
Sincerely,
Jennifer
Customer Service Representative
Jeep Customer Assistance Center
*****END OF EMAIL CAC RESPONSE*****
9/11/13 Ref [redacted] vehicle taken to dealership on six occasions since purchase with electrical problems. on 9/6/13, radio replaced, does not work, now neither does air/heat/defrosters. on 9/9/13 vehicle would not start, towed to dealership. awaiting analysis. dealer has already been in touch with technical group. I m sure dealer is calling again. for a purchase price of $50,000, this is totally unacceptable. technical ops should be calling our dealer, seaview jeep, ocean, nj.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We do regret to learn of the concerns you are experiencing.
Once the vehicle has been diagnosed, if you require further assistance, please contact Jeep Customer Service at 1-877-IAMJEEP (426-5337).
If the dealership requires additional technical assistance, they would need to utilize their dealer specific resources.
Thanks again for your email.
Sincerely,
Jennifer
Customer Service Representative
Jeep Customer Assistance Center
*****END OF EMAIL CAC RESPONSE****
******TOP CARE: EXECUTIVE REFERRAL STAFF******
9/13 - escalated to Exec Referral for handling; please close this cair..thx
*******Top Care case was closed due to no contact.**********
Briefly summarize why the customer is contacting Chrysler:
Customer is calling in as he had enough of this Jeep.
Agent asked the customer if he has read the blue and white booklet in the glove box of his Jeep.
It tells him about the Lemon Law and how it works.
Customer had his wife retrieve that booklet for review after.
He has had the radio media center replaced 3 times and now he is looking for a 4th one to go in.
His cruise control is always too fast when you set it.
His brakes will be braking him for no reason when the cruise control is on.
His dealership has had Chrysler engineers looking into the media/radio system and yet all they can say is replace it.
This Jeep has been in the shop at least 20 times since he has owned it.
He does not feel safe in it at all and he worries about his family that travels in it also.
His navigation, climate control don t operate either.
Customer would just like to be in a safe and reliable Jeep.
Briefly summarize what the customer is expecting:
Customer is expecting that this Jeep be replaced with a much better working Jeep.
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? Owner
Is this a request for Lemon Law, buy-back or replacement? Replacement
Reassigned to 91L
********** 91L Review **********
****ATTENTION SERVICE DIRECTOR/MANAGER****
Spoke to Fred, Service Manager at Sea View Auto to advise that this customer has contacted Customer Care seeking Lemon Law buy back/replacement. This CAIR is being assigned to your dealership for further handling and review with your Area Manager and/or Business Center in an attempt to resolve the customer s concern and/or issues. Please contact the customer within three (3) business days.
-Spoke to customer advising that I am an analyst for Chrysler and have reviewed your case and forwarded it to the Dealer with instructions to utilize Corporate resources available to them to resolve your concern. You should be contacted within three (3) business days. You should stay in contact with the Service Manager for the most current status of your case. If you have not been contacted within three (3) business days, please call me back at 888-542-7239 ext. 2163.
REASSIGNED TO BC/DLR 32 23107 09/24/13 12:24 R[redacted]
9/24 1255pm am spoke to the sm who stated that the vehicle is not at the dealer. the sm stated that he would contact the owner to bring in the vehicle to verify any issues. am advised the sm that repairs should e made under the terms of the warranty. no promises of committments were made
*Contact Date:09/24/2013
Service Manager at the dealership has updated the CAIR#[redacted]
An appointment has been set with the customer.
9/27 410pm am spoke to the sm who stated that the vehicle was dropped off last night and it is being diagnosed. _

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT3 | EC2[redacted] | ***Open Date*** | 09/09/2013 | ***Built Date*** | 07/30/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 09/05/2013 | ***Mileage*** | 200 | ***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*** | 66940 | PAMBY CHRYSLER JEEP DODGE | | | |
| ***Dealer Address*** | 665 DANBURY RD | | | | |
| ***Dealer City*** | RIDGEFIELD | ***Dealer State*** | CT | ***Dealer Zip*** | 06877 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | BREWSTER NY [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Hard Copy Manual Order - Default - Default - Default | all books |
| Product - Electrical - Unknown - Other - Default | forward collision warning with active braking will not check in the EVIC |

Briefly summarize why the customer is contacting Chrysler: Customer is calling because the forward collision warning with active braking will not check in the EVIC system.
Briefly summarize what the customer is expecting: Customer is seeking technical help
Agent advised customer of information on page 221 of the owner s manual and the customer was able to correct the issue.
An order for printed owner materials has been placed with our fulfillment house
The following items have been selected:
Warranty
Uconnect 8.4A/8.4AN Owner s Ma
Owner s Manual

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJT3 | EC1[redacted] | **Open Date** | 09/16/2013 | **Built Date** | 04/25/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 06/04/2013 | **Mileage** | 3,200 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 62012 | TETERBORO CHRYSLER PLYMOUTH JEEP | EAGLE | | |
| **Dealer Address** | 469 ROUTE 46 | | | | |
| **Dealer City** | LITTLE FERRY | **Dealer State** | NJ | **Dealer Zip** | 07643 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | LETTER |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | CLIFFSIDE PARK NJ [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Brakes - Unknown - Defective - Unknown | Braking while driving intermittently |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default | Open STAR case |
| Product - Electrical - Reverse Camera - Intermittent or Inoperative - Default | rear camera not working at times |
| Corporate - Lemon Law - Default - Default - Default | |
| Corporate - Rental Vehicle - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he has been experiencing an issue with the vehicle while he is driving the vehicle will brake on its own. Customer states that this has happened 5 times now while driving and does not feel safe operating the vehicle. Customer states that he is dropping the vehicle off tonight and a diagnosis will be performed tomorrow. Customer is seeking possible rental assistance.
Briefly summarize what the customer is expecting: Customer seeking possible rental assistance.
Agent contacted the dealership and was advised they will not use the warranty bulletin D-11-53 for they do not get paid back for these claims. Agent was advised they will diagnose the vehicle tomorrow and go from there.
Agent provided the customer with the CAIR number and advised he needs to have a diagnosis completed on the vehicle before we can look into rental assistance. Agent advised the customer to contact us back tomorrow once a diagnosis has been determined for possible further assistance.
Customer called again seeking rental. Agent advised that the vehicle needs to be diagnosed.
Agent called TETERBORO CHRYSLER PLYMOUTH JEEP Dealer Phone : 201-440-0222 and spoke with Jim who advised that the customer has the braking system for when he gets too close to another vehicle.
Jim advised customer has two other issues including a backup camera - which has already been replaced once, and a ride high suspension which was also replaced once.

Jim advised that Dealership has contacted Star and is waiting to hear from Star but does not believe vehicle will be ready today.
Agent advised customer of the braking issue who advised that this braking takes place even when something is no in front of the vehicle.
Customer is seeking rental.
DEALERSHIP CONTACT: TETERBORO CHRYSLER PLYMOUTH JEEP at 201-440-0222
Spoke with SA Jim as the SM was not available. SA Jim states he is not sure how long they will have the vehicle, but they have contacted STAR and are working with them. Agent inquired if I can authorize three (3) days rental for the customer. SA Jim states he will not put the customer in a rental as they do not get paid for them. Agent advised SA Jim that I will be authorizing the rental, and am not asking him to provide the rental. SA Jim states he will need something in writing stating that Chrysler is authorizing the rental. Agent informed SA Jim that I will send an email with the authorization. SA Jim states there has to be an authorization number, not just a CAIR number. Agent advised SA Jim that the CAIR number is the authorization number. Agent advised Jim that I will send the authorization via email, as I will be escalating the case to a CM for further assistance. SA Jim states he will speak with his SM regarding the rental before providing agent with an answer. SA Jim provided agent with email address TETERBOROSERVICE@AOL.com
Customer seeking rental assistance because vehicle is at dealership with an issue with the vehicle braking on it s own, as well as a back up camera issue and a suspension issue. Contacted Service Manager, SA Jim as the SM was not available at 62012 to
discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized three (3) days of rental per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by CAC
DEALERSHIP CONTACT: TETERBORO CHRYSLER PLYMOUTH JEEP at 201-440-0222 Left a message for the SM requesting a return call at 1-855-675-9291 ext 4718201. Informed SM that I had spoken with SA Jim earlier and authorized a rental for three (3) days for the customer, but SA Jim would not say whether he would set up the rental for the customer under the authorization that I have sent. Advised the SM that I need to know whether they are going to put the customer in the rental so I can contact them and let them know.
Customer advised a call back is required and will take place within one 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: [redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?
TETERBORO CHRYSLER PLYMOUTH JEEP 62012
Reassigned to 88F
DEALERSHIP CONTACT: TETERBORO CHRYSLER PLYMOUTH JEEP at 201-440-0222
Requested to speak with the SM, and was advised that he is in a meeting. Agent is unable to contact customer with rental authorization information, as SA Jim would not say whether he would set up the rental for the customer, and I have not been able to speak with the SM.
Please insert after line 46. Agent requested to speak with the SM, but SA Jim informed me that he will speak with the SM and did not transfer agent.
Customer called seeking his rental vehicle, agent advised the CM has not authorized anything, and he has until 8 pm est.
Voice mail received from SM Dave on 9/17/2013 at 4:38 PM stating they will put the customer in a rental under the authorization sent by agent.
CUSTOMER CONTACT: [redacted] Informed customer that I have authorized rental for three (3) days and then escalated his case up to a CM for further assistance, and he will receive a call by COB today. Customer states he is being charged $5/day for the rental for an admin fee, and inquired if there is anything we can do regarding that. Agent informed customer that, if it is a fee charged by Enterprise, there is nothing we can do, as we have no control over Enterprise fees.

Customer states he feels he shouldn t have to pay anything for the rental. Agent informed customer that he can speak with his CM regarding the $5 fee, but, as stated before, we have no control over Enterprise fees. Customer thanked agent.
* * * * * CASE MANAGER TEAM - District N * * * * * *
Debbie ext 66266
BASIC 36 Months or 36,000 Miles 0 June 4, 2016 32 Months or 32,800 Miles
POWERTRAIN 60 Months or 100,000 Miles 0 June 4, 2018 56 Months or 96,800 Miles
Service contract Essential Care
DCC VIN S OWNED: 3 CURRENTLY OWNS: 1 Purchased new
Household 2 new 1 used
Left message for David sm to call writer.
Status update provided via email to the following email address:
[redacted]
Thank you for being with Jeep, I will be your reference manager, my name is Debbie my number is 1800-763-8422 ext 66266, my hours of operation 8:00 am to 4:00 pm EST. Your reference number is [redacted].
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message for customer that writer will be following up with the dealership and the customer.
Customer called with concerns about a new Jeep, when customer has owned others and did not have problems so soon after purchase. Customer advised writer that he did give the dealership a list of customers problems like the brake system that will just brake when driving 50 MPH or less and the rear camera that just goes blue not working again and the Jeep raising light flashing that the vehicle is still raising while driving. Customer feels there is a leak somewhere in the suspension. Customer advised writer that the rental company Enterprise is charging customer $5 a day and advised customer that the dealership does not pay that it is a administration fee. Writer advised customer that writer wants to check into that but needs the invoice at the end when repairs are completed so writer can see what customer is being charged for. Customer advised writer that the he is leasing the vehicle and wants to check into a lease payment or because the vehicle may be down for 15 days lower the lease payment amount. Writer advised customer this can be looked at after the repairs are completed. Customer advised writer that the dealership called the customer to get permission to have a tech take customer vehicle home for a test drive to see about duplicating the problem, and the the drive is about 200 miles round trip, customer advised writer that this is a lease and has to watch the mileage, but felt he had to say yes because he wants the vehicle fixed. Writer advised customer that writer will be following up with the dealership on 9-20 and if there are any results will contact customer, other wise writer will call customer back on 9-23.
Dave sm left message on writers voicemail that the customer got into a rental no problem, but the vehicle is the problem. Dave sm requested a callback 201-440-3760.
Dave sm has left for the day and service department is busy, writer advised will callback later. Writer asked what time the service department closed. Writer was advised at 6:00 pm.
Left message [redacted] 8 to call writer back before 5:15 EST and if customer does not callback writer will call back on 9-23.
Customer called in advised writer that the dealership had customer pick vehicle up and advised that at this time after driving for 200 miles was unable to duplicate the customers concern. Customer advised writer that he had a the vehicle for a couple of days and the braking issue started again but it does not last long it just all of a sudden brakes and customer is unable to video tape because it happens real quick, but per the customer was able to video tape the suspension raising and lower. Customer advised writer that he gave the dealership a 3 page of problems and also advised of TSB, and the dealership advised customer that they did work with STAR and when the dealership can not duplicate customers concerns there is nothing they can do. Writer advised customer that writer does have another similar vehicle with the suspension problem.

Writer asked customer on when he could take the vehicle back in. Customer advised writer that he could drop off tonight around 6 pm if the dealership will have a rental available for him. Writer advised customer that writer will contact the dealership and call customer back. Writer asked customer the best number to call him back on customer gave writer [redacted]
Spoke with Dave sm to advise that the customer case, and that the customer after taking possession of the vehicle had the problem with brakes again but it happens to quick and also the suspension rising and lowering the customer was able to video tape that when it happened. Writer advised Dave sm of the RRT that writer found another customer having a problem with the suspension and the California dealership there thinks that the rrt 13-066 2014 WK 3.6L TRANS/TRANSFER CASE SHIFT ENHANCEMENT 09/11/2013 INCOMPLETE would be able to take care of that problem, but the RRT is not on this customers vehicle. Dave sm advised writer he will check into that. Writer advised of the RRT 13-056 2013 D-SERIES 2014 WK RA3/RA4 RADIO ENHANCEMENT 08/02/2013 INCOMPLETE also. Writer asked Dave sm about having a rental available for customer when customer drops the vehicle off at 6 pm. Dave sm advised writer that the customer can bring the vehicle in anytime, but the dealership closes at 6 pm and Enterprise closes at 5:30 pm and the dealership does not insurance for loners.
Spoke with Jim sa to see if customer has set up an appointment as of yet? Jim sa advised writer that customer has an appointment for 9-30, but per Jim the sm and the DM have both said if the customer comes in and there is not 1 symptom duplicated they will not get customer in a rental and will not take possession of the vehicle because the dealership has test drove the vehicle for 200 miles and was not able to duplicate any of the problems customer advised he is having. Jim sa advised writer that he is going to call the customer and advise that the tech is going to go a 10 minute test drive to see if any of the symptoms come up.
Left message for Jim sa to call writer checking to see if customer took vehicle in and if the dealership was able to duplicate any of customers concerns.
Spoke with Jim sa who advised writer that the vehicle is there and customer did not take a rental. Jim sa advised writer that the customer advised the dealership after a lengthy talk that the only time the brake problem happens is when the customer is on River Road in his town. Jim sa advised writer he is going to have a tech take a drive there and see if there is something in the area that would cause the interference. Jim sa advised writer that the radio and the back up camera work fine, but the customer air suspension light flashes so the tech is going to look into that.
Spoke with Jim sa who advised writer that they did take vehicle out for another test drive and they did find nothing wrong with the brakes sensor. Jim sa advised writer that the dealer has taken the vehicle on about 200 miles test drive and did not have it happen to them. Writer asked if the vehicle was taken out to River Road. Jim sa advised writer it was not was advised if it does not do it in town or anywhere else it is not a defect it is something in the area causing the problem. Jim sa advised writer that he did confirm the ride heighth concern and the light did come on so the dealer is going to a calibrator that they did find in dealerconnect to see if that works. Jim sa advised writer that writer should be called back 10-3 in the afternoon.
Left [redacted] for customer that writer did speak with Jim sa and was advised that the dealer will be working on customers vehicle tomorrow and writer will follow up on 10-3 in the afternoon and writer will contact customer again.
Spoke with Jim sa who advised writer that the vehicle is completed and customer has been called to pick vehicle up. Jim sa advised writer that the low and high raise if fixed but there is no condition on the brakes. Customer advised writer that the dealership has put about 250 miles on vehicle and the brake system did not have a problem so it could be in the area customer advised it was happening that has something that is interfering with the system, but there is nothing dealer can do to fix that. Jim sa advised writer that the suspension that was just worked on

could play a part on fixing the brake system because the right front was at 85% and the left front was 100% so they will see what happens.
Left message [redacted]0 for customer that writer did speak with Jim sa who advised that the repairs are completed, so if everything is to customers satisfaction there is no need to call writer back, but writer will leave the case open for 2 business days so if customer does have any comments, concerns or questions customer can call writer back.
CLOSED LOOP UPDATE - confirmed repairs with Jim sa no callback from customer.
POSTMARK DATE: 123013; DATE RECEIVED: 010714
**********

01.16.14
Attorney: Timothy J Abeel, Jr. 215-540-8888
NJ LEMON LAW
See 85U 24060100
Per OGC Matrix, reassigned to 82T. MG17
1/16/14 FORWARD TO WARRANTY LITIGATION. PAG

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECTX | EC[redacted] | ***Open Date*** | 09/19/2013 | ***Built Date*** | 05/23/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/31/2013 | ***Mileage*** | 400 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

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|---|---|---|---|---|---|
| ***Dealer*** | 64804 | CRYSTAL CHRYSLER DODGE JEEP | | | |
| ***Dealer Address*** | 2077 HIGHWAY 44 WEST | | | | |
| ***Dealer City*** | INVERNESS | ***Dealer State*** | L | ***Dealer Zip*** | 34450 |

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|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | BEVERLY HILLS FL[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Complaint Contact - Default - Default - Default | Customer having issues with dealership regarding Collision Warning system |
| Corporate - Survey By-Pass - No Authorization - Default - Default | Customer is refusing to work with CM on information requested |
| Product - Electrical - Global Position Sensor - Other - Default | Customer states he is having issues with the Front Control Sensor |
| Product - Electrical - Unknown - Other - Default | Customer tested collision warning system, believes it does not work |

Briefly summarize why the customer is contacting Chrysler: Customer states he is having issues with the Front Control Sensor not working properly. Customer states he brought the vehicle into the dealership to find out what is wrong with the vehicle. Customer states the dealership told him that there is an issue with the vehicle then he received a call today from SM Nick saying there is nothing wrong with his vehicle. Customer states when he first purchased the vehicle he asked the dealership to look over the vehicle to make sure there are no issues. Customer states the dealership told him they looked it over and everything was fine. Customer states he later found out that the vehicle was send over from another dealership.
Agent contacted Crystal Chrysler Jeep Dodge 64804 and spoke with SM Nick. Nick advised the customer is having issues with the front collision sensor. Nick states the issue is not easy to reproduce because it is unsafe. Nick states he is in contact with STAR to see if they can find a way to correct the customer s issue. Nick states he is still working on the vehicle to find the issue. Nick states they were able to get the Front Control Sensor to work with the cruise on. Nick states STAR informed him that if it works with the cruise on then there should not be any other issues.
Briefly summarize what the customer is expecting: Customer is seeking assistance with his vehicle.
Caller (Stan, husband of owner) expressing concern about the Forward Collision Warning system (FCW). Caller says he has personally tested the

vehicle several times to see if the FCW system becomes activated at 5 mph to speeds over 50 mph and caller says it does not come on. Caller has taken the vehicle to Crystal Chrysler Jeep Dodge (64804) last week and several people did a test drive and said the FCW does not work and does not come on when it should. Caller talked to SM Nick this week and caller says he referred the matter to Chrysler technicians who said the FCW does work and is only supposed to work at 30 mph.
-
Agent looked up owner manual and the manual reads as follows: 'The FCW system includes Advanced Brake Assist (ABA). When this feature is selected, the ABA applies additional brake pressure when the driver requests insufficient brake pressure to avoid a potential frontal collision. The ABA system becomes active at 5 mph (8 km/h).' Customer is upset that there is a disagreement amont people at the dealership and that some of the people in the service department were saying that the FCW system was not working and they then seem to change their minds and now are saying it does work. Caller is also confused about what speed the FCW should be activated at - the owner manual says 5 mph and caller says he was told by SM Nick it is 30 mph,
-
Agent attempted to contact 64804 but the serviced department was closed. Agent advised the case will be escalated due to the safety concerns of the customer.
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Customer advised a call back is required and will take place within one 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: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? Crystal Chrysler Jeep Dodge (64804)
Reassigned to 88F
Customer called back to follow up on his conversation with PT253. Customer emphasized again that his basic question and concern with the vehicle has not been answered even after much testing and diagnosis by the dealer and many calls to Jeep Customer Care. Customer states that he has been told that the vehicle is fine but that operating the vehicle requires activating Adaptive Cruise Control for the Forward Collision Warning system to be activated. Customer states this is contrary to his own study of ACC and FCW in the full owner s manual. Customer states he is mistrustful of the dealer assurances that the car can be picked up and nothing is wrong with its operation. Writer informed customer that his ongoing, unresolved vehicle concern has been escalalated to the case management team. Customer was told that someone will contact him either today or by the end of business on Monday, September 23.
Writer provided CAIR # 2[redacted] for customer reference.
Customer states he has a case number for 2014 Jeep Overland and was told he would be contacted and 24-48 hours and he has not heard from anyone and there is a safety issue and needs to speak to someone right now from the higher technicians.
Mr. [redacted], customer spoke to an agent Paul on Thursday and since then he has gotten back his vehicle and the information he got was false and unsafe from the DRL.
Customer states he has a simple question and no one can answer it and the DLR advised him that the information came directly from Chrysler.
Customer inquiry must the forward collision control warning FCW with mitigation if equipped. Customer states as far as he knows his vehicle is equipped and he has 400 miles and had 90 miles when he got it and 270 miles has been put on in the service department.
Must the adaptive cruise control be active or in use for the forward collision warning to operate. Customer states the manual says No.
Car owner wants to speak to the Chrysler technicians directly customer does not feel safe driving this vehicle and it is brand new and does not know what to do at this time.

Customer states the DLR looked at the Jeep and Checked all system is okay at this time and he can drive with the cruise control on and the DLR advised him it was safe and not to believe the owners manual as the manual information is not correct.
Customer states he can not drive a vehicle that he has spent $50000.00 for and it is unsafe and no one can help him and he will be getting his attorney involved if someone get killed in his family or hurt Chrysler will pay for it.
Customer states the DLR he has been using is not providing him with the proper information and the vehicle is not safe and telling him to do things different then the warnings signs in the manual.
Customer states he did go to an alternate DLR to discuss this information and was told to the best of there knowledge the owners manual would be correct.
Customer is seeking resolution and a callback regarding this issue.
Writer offered to contact an alternate DLR to have his vehicle concern looked at but customer did not want that.
Customer wants to know if he is suppose to drive his vehicle.
Writer advised customer that he should bring it to an alternate DLR or not to drive the vehicle if he does not feel safe but it would be up to his discretion and once he gets more follow up with the case manager to make a better decision in regards to his concerning issue and how to properly operate the vehicle safely.
Writer advised customer that we are not trained technicians at the USCAC and we can only advise him of the information provided by the owners manual
Writer advised customer that his case is open and has been escalated to a case manager.
Customer upset but will wait for his callback and is expecting one by Monday.
* * * * * CASE MANAGER TEAM Top Care West* * * * *
Ownership: 1st
Owned- New: 3 Used: 1
Service Contract: 2 yr OWNER CARE (OCS24N)
OOW?: (based on 400 miles) 35 Months or 35,600 Miles remaining on Basic.
59 Months or 99,600 Miles remaining on Powertrain.
*STAR Case [redacted]:
-Per STAR technician concerning this vehicle, it appears the system is working as designed. I also advised him to show the customer the description of the Forward Collision Warning Plus as written in the owner s manual.
*STAR Case [redacted]
- If the system determines the driver is actively driving and aware of the environmental conditions, it will suppress the warning assuming the driver is in control.
- The vehicle must be traveling greater than 5mph.
*Answer ID 21747: 2011 Chrysler Technology & Safety Highlights
- The FCW function operates regardless of whether ACC is active or not, notifying the driver, both visually and audibly, when he/she is getting too close to a preceding vehicle or object.
*Owners Manual
-FORWARD COLLISION WARNING (FCW) information is under ADAPTIVE CRUISE CONTROL (ACC) section which starts on Pg 194. FCW subsection starts on Pg 218.
-Pg 220, The minimum speed for FCW activation is 5 mph.
-Pg 220, To prevent testing of the FCW system, after 4 Active Braking events within a key cycle, the Active Braking portion of FCW will be deactivated until the next key cycle.
-Pg 220, Forward Collision Warning (FCW) is not intended to avoid a collision on its own, nor can FCW detect
every type of potential collision. The driver has the responsibility to avoid a collision by controlling the vehicle via braking and steering.
*Jeep.com
-
http://www.jeep.com/en/2013/grand_cherokee/safety_security/accident_avoidance/

Forward Collision Warning This feature, part of the Advanced Warning and Adaptive Cruise Control Group
Writer contacted dealer 64804. SA JJ states Service Manager (SM) Nick is not in today.
Writer left voicemail for SM Nick requesting he contact CM Jarrod concerning possibly printing STAR Case 1[redacted]4 to show customer lines 133-135.
Writer notes that system will not allow email to [redacted]
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer notes customer was disrespectful throughout call.
Writer informed customer: case was escalated to Top Care West and customer assigned a CM, Jarrod, the case number, CM contact information, and TCW waiting on information from dealer as to how customer can be provided documentation.
Writer confirmed email address on file is correct. Writer informed customer that system will not allow email to be sent to his email address.
Customer wants CM to see invoice that shows mileage in and mileage out because he states that there is no way that the dealer test drove the vehicle when it shows both as the same. Customer insists that TCW obtain invoice from dealer.
Customer read from Owners Manual. His owners manual does not match online copy writer was reading.
Customer interprets information in manual as ACC and FCW are two different things. Writer acknowledged that wording was not clear and informed customer of lines 132-135.
Customer states SM Nick told him that he cannot provide written documentation of what the technicians have stated. Writer informed customer that CM will research options.
Customer informed writer that the General Manager had agreed to take back new vehicle and give back the old one if customer can provide documentation stating the FCW is only active when ACC is active. Writer offered to forward this information to CM so that CM can follow up with GM. Customer declined.
Writer set follow up for no later then 09-24-13.
Customer called in for clarification of the two features Adaptive Cruise Control and the Forward Warning Collision Features. Customer seeking if the two features can be active at same time and if the FWC feature is still active if the ACC is disabled. Customer seeks also clarification on a bulletin that is referred to at the DLR that the customer has been unable to view.
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Agent advised when the ACC is active, it can trip the FWC to engage if circumstances arise. Agent advised these are two separate features though they work together almost acting as one feature at times but both perform two separate functions.
* * * * * CASE MANAGER TEAM - District Top Care West * * * * * *
Writer contacted dealer 64804, op 2. Writer left voicemail for SM Nick
Writer left voicemail for SM Nick requesting call back concerning possibly printing STAR Cases.
SM Nick left voicemail stating that customer has seen bulletins and dealer is attempting to locate similar vehicle with same systems for comparison. Customer met with them yesterday.
Writer contacted dealer 64804, op 2. Writer left voicemail for SM Nick asking if the STAR cases can be printed because customer would like documentation and requested timeframe for finding vehicle to test drive.
SM Nick left voicemail stating that he has previously provided copies to the customer a day or 2 ago.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Writer informed customer that writer was assigned as CM and provided contact information. Writer informed customer that writer has been informed that dealer provided documents to customer and that they will be doing a test drive once a similar vehicle is found.
Customer attempted to argue about documents and conclusion that ACC must be active for FCW to be active. Writer informed customer that according

to the information provided, nothing is wrong with his vehicle. Customer called writer stupid. Writer informed customer that he needed to keep the call professional. Customer continued to be disrespectful. Writer informed customer that call would be disconnected. Writer disconnected call.
Writer contacted dealer 64804, op 2. Writer left voicemail for SM Nick asking for update on finding similar vehicle.
Writer contacted dealer 64804, op 2. Writer left voicemail for SM Nick requesting update.
Writer contacted dealer 64804, op 2. Writer left voicemail for SM Nick requesting update.
Writer contacted dealer 64804, op 2. SM Nick states that there was a test drive and they have found that there was something wrong with customers vehicle. SM Nick states that the ACC does not have to be active for the FCW to be activated. SM Nick states that he will be working on the vehicle and writer can contact him for update on 10-01-13.
SM Nick states customer provided vehicle from lot.
Writer contacted dealer 64804, op 2. Writer left voicemail for SM Nick requesting update.
SM Nick states diagnosis that pin in a connector in sensor was not in all the way. Vehicle repaired, road tested with customer after, and it has been returned.
*Owners Manual
-Pg 216 It is unsafe to test the FCW system. To prevent such misuse of the system, after 4 Active Braking events within a key cycle, the Active Braking portion of FCW will be deactivated until the next key cycle.
*STAR case 60504915 as of 10-03-13
Dealer 9/19/2013 10:44. collision control inop.
STAR 9/19/2013 10:44. Stephen per the concern. How are you testing the system? Have you read the following document: FORWARD COLLISION WARNING PLUS. I am not there, but since there are no codes it would appear the system is working correctly. Report back if further assistance is required. Mike K
Dealer 9/19/2013 13:42. reviewed system info. system dose work with cruse on but can not get it to activate with it off. know it shuts of if it feels cust. is actively driveing. seems like that would make it difficult to activate intenisonaly. cust wants to see it activate. would seem if it works with cruse then the system is working. is this correct. just trying to make cust happy. he has already contacted chrysler on this.
STAR 9/19/2013 13:42. Stephen I called your cell # and got no answer. I also called the dealer and could not get throught to 'anyone' in service. Can you call the Star center and ask for my extension # 4720248, I would like to speak to you about this vehicle. Mike
STAR 9/19/2013 15:51. Stephen called back on this. I advised him it appears the system is working as designed. I also advised him to show the customer the description of the Forward Collision Warning Plus as written in the owner s manual. Mike
Dealer 10/1/2013 11:55. system working but insisting on distance specs for short and long range settings. thank you.
STAR 10/1/2013 11:55. Stephen has the vehicle returned? If so what can I help you with? Mike
Dealer 10/1/2013 15:00. yes cust still not satified. wants to know the distance at which it is suppose to ingauge system.
STAR 10/1/2013 15:00. Stephen, all I can suggest it to compare to other like known good vehicles. It appears to me (and you) that the system is working correctly. There are no specs that I am aware of. Mike
Writer contacted dealer 64804, op 2. SM Nick states vehicle came back in and dealer went through system. Found issue with pin (lines 242-244). After that vehicle was compared to like vehicle and it performed the same. Customer wanted specifications for system. Writer informed SM Nick that STAR case states there are no specs that they are aware of. Writer informed SM Nick that writer will inform customer.
Writer contacted customer [redacted]. Writer message with Nancy informing customer that vehicle was repaired and that vehicle is operating as designed. Writer advised that writer seeking to verify repairs are to his satisfaction and that no further contact is needed if

there is no issue and that case will automatically close in 2 business days if there is no further contact.
Writer contacted [redacted]. Writer message with Nancy that writer seeking to verify his issues were taken care of. Writer requests call back and set follow up 10-14-13.
Writer contacted customer, [redacted] Customer states that he wants more information on how it is supposed to work. Customer would like specification on distances on when this would engage.
Writer was discussing with customer about what information can be provided, from where, and how. Customer requested that writer not contact dealership. Writer advised customer that dealership has the information requested from the technicians. Customer disagrees.
Customer called writer a pain in the neck. Writer advised that customer would need to keep call professional or writer would disconnect. Customer requests no further contact.
Customer stated they wish no further correspondence from KM887.
Customer stated that KM887 was not assisting him with his request/requirements.
Agent advised customer should continue to work with dealership 64804 to seek potential resolution for their concerns.
Customer stated that they will continue to work with dealership to seek information until satisfied.
Writer notes that per lines 301-310, customer refuses to authorize writer permission to continue working case.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT7 | EC[redacted] | ***Open Date*** | 09/23/2013 | ***Built Date*** | 0 /22/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/26/2013 | ***Mileage*** | 3,000 | ***Dealer Zone*** | 63 | DALLAS | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

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|---|---|---|---|---|---|
| ***Dealer*** | 45478 | GILLMAN CHRYSLER JEEP DODGE | | | |
| ***Dealer Address*** | 10585 W SAM HOUSTON PKWY S | | | | |
| ***Dealer City*** | HOUSTON | ***Dealer State*** | TX | ***Dealer Zip*** | 77099 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | SPRING TX [redacted] | ***Country*** | UNITED STATES |

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|---|---|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | alam went off for no reason and vehicle would not start |
| Product - Brakes - Power Brake Booster - Other - Default | auto brake went off for no reason. |
| Product - Electrical - Navigation System - Intermittent/Cuts In and Out - Default | navigation cut out |

Briefly summarize why the customer is contacting Chrysler: Customer stated her new vehicle has had numerous issues and she no longer is feeling safe in it. Customer stated he engine light has come on twice, the GPS froze until the next morning, the alarm went off for no reason and the vehicle could not be started and the alarm could not be shut off, the raise and lower suspension feature makes a popping noise and the automatic brake went off and there were no cars in front of them.
Briefly summarize what the customer is expecting: Customer is seeking resolution for the issues with her vehicle or an even swap for the one she has.
Writer advised the customer to take the vehicle to the dealership and have a full diagnostic done and then she can proceed from there.
Reassigned to KM788 for survey bypass undiagnosed within warranty
Jim, SM at dealer 45478, called to speak to CM. Writer advised dealer that this case is being handled by the Jeep specialty department. Writer transferred dealer to Jeep brand line: 1-877-426-5337.
Dealership called in following up on case because customer thought someone from CAC called her and told her the vehicle was not at the dealership. Agent stated that no one at CAC called the customer and told her that. Dealership thanked agent and vehicle is in getting diagnosis done now.
Information forwarded to DCP15
Writer called and spoke to SM Jim and SM stated that they are waiting for a Fuel Filler neck right now. SM stated that they were unable to duplicate the customers concerns and there were no failure codes. SM informed writer that they got in contact with STAR and they told him not to do any repairs since no codes came on.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Writer called and spoke to customer and writer informed her of the fuel filler neck being replaced. Writer informed customer that we will get more people involved and give her a call no later then 9/30
Writer emailed AM
Writer emailed AM on 9/30 not 9/27
Status update provided via email to the following email address:
[redacted]
This is Melanie here at Jeep and at this time I still need to get more information. I will contact you no later then 10/2. If you have any questions give me a call at 1-800-763-8422 ext. 66356
End of Status Update
Writer attempted to call SM but he was out of the office so writer will call back tomorrow
Status update provided via email to the following email address:
[redacted]
I do apologize but at this time I have no new information for you. I will be calling the dealership again tomorrow to get more information. Thank you for your patience in this matter
End of Status Update
Begin Customer Message reviewed:
I have now called and left two voice mails which neither has been returned. We called the dealership and they told us they haven t even really began to look at our car. THIS IS UNACCEPTABLE, they have had the car for over a week! We have had our car for less then 2 months and its been at the dealership for almost half that time. There isn t even 5,000 miles on the car! Plain and simple we want a new car. We don t feel safe in the car we have, and no one can seem to figure out whats wrong or seems to care. For a new car this is ridiculous. I am a firm believer that even with issues as long as customer service is good then we will be loyal customers, but frankly the customer services at the dealer level up to the Chrysler customer care has been poor. If there is a return policy we would return the vehicle and will never buy a Chrysler vehicle again. Please let us know what our option are.
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
I do apologize that you have had this kind of experience. I was out of the office on Tuesday and unable to follow up with the dealership. I have gotten our business center involved in your case and have not gotten any response as of today. I just spoke to the Service Manager and he let me know that they returned your Jeep back to you. Are you still having the electrical problems at this time?
End of Status Update
Spoke with customer, customer stated she has not heard from her CM. Customer stated they do not feel safe in the vehicle and stated the vehicle almost caused them to get into an accident. Customer stated she wants to look into getting another vehicle as she does not feel safe and her expectations are to get into another vehicle at this point as no one can figure out what the problem is and stated she doesn t want to wait until they do get into an accident. Customer stated the they had just purchased the vehicle on Labor Day stated the dealer has had the vehicle more than they had. Advised writer will have CM follow up per her request to get into another vehicle as CM will need to confirm next steps on request.
M[redacted] called requesting to speak to CM MJ444. Writer warm transferred customer to CM TT434 for further handling.
Customer contacted writer. Customer advised the vehicle has been having many issues and customer has been in rental for 2 weeks. Customer stated received an email from CM and customer does not have vehicle back like CM stated in the email. Customer feels unsafe in the vehicle and feels that the dealership is lying. Customer confirmed vehicle only has 3,000 miles on the vehicle. Customer requested a repalcement vehicle. Writer made no

guarantees and stated case will be sent to Care Analyst Team for review. Customer agreed. Customer upset that no one has been contacting customer to give updates. Writer reassured case will be sent to correct department at this time. Customer requested **No more EMAILS** and requested to only be contacted through phone. Writer stated case will be documented. Customer advised if no call from Care Analyst Team by 10/09, customer will contact writer.
Begin Customer Message reviewed:
I just received this email and we have not had the car returned to us. So either the dealership gave our car to someone else or they have lied to you. Please call me immediately!
End of Reviewed Customer message
********** 91L Review **********
AM replied to an email from the CAIR handler stating that although the customer s concerns are very valid, at this time we just don t have any info that will help identify the cause of the intermittent failures. It is difficult to 'guess' what to fix on a computerized system with no fault codes. Despite the customer s demand of being provided a new or replacement vehicle, Chrysler will not offer a replacement vehicle at this time with no repair history or even one instance of being able to duplicate the customer s concerns while the vehicle was in the dealer s posession. sab20,AM. _
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
Caller Mr TRUONG requesting to speak with Case Manager.
Impartial Services Group, LLC (ISG)
Writer gave number and connected.
Phone: (800) 215-6230
I got a message from Elaine for me to call [redacted] because the dealer was calling him to tell him his vehicle was NTF and that he needed to pick it up and take back the rental vehicle. I called customer back and apologized for the inconvenience and let him know I was his CAIR case manager and that he did not need to pick up his vehicle or return the rental until I talked with the dealer and had his vehicle fixed. Customer stated Tina TT434 told him he could get a replacement so I read her notes and let him know that she was not able to give the replacement since Chrysler was not offering it at this time. I let him know my first priority was to make sure his vehicle was safe then if I was unable to give it back to him as a safe vehicle then we would look into other options. He mentioned that he was to make his first car payment but he has not had the vehicle in 2 weeks. I let him know that after we were done with fixing his vehicle I would look into giving him a car payment reimbursement. I asked him to make his payment normally. Customer understood. I offered further assistance and customer stated he was happy to be able to talk to someone that was willing to assist him since the dealer was not willing to. I gave him my contact info and let him know I would contact the dealer and get back to him before I left on Monday 10/7. Customer requested I contact him on his cell phone with any updates I let him know I would.
I called dealer and spoke with SA Matt first and was told that the fuel tank filler tube was replaced on the vehicle. I let him know the customer had a concern because he was told NTF. I authorized the rental car and was asked to send the authorization to ema[redacted] Jdirosa@gillmanauto.com. I was trans to SA Kevin that was in charge of the case and was told he never told the customer NTF but that hey could not duplicate the breaking problem. SA kevin stated he believes the customer accidently hit the down slap shifter located behind the steering wheel of the vehicle. I asked if he would mind taking a test drive with the customer and use the shifter to show him how that feels and see if that would help the customer understand if that is what happend or not. SA Kevin agreed to do the test drive but said he does not have time today. I let him know I would call the customer and ask him to go on the test drive with him and would allow him to keep the rental until Monday if needed. I offered my contact info and was asked to email it to him at kbrown@gillmanauto.com. SA stated customer has had the rental car from 9-23 until 10-7 I let him know I

would send the email for the time allowed and would like him to contact me with any updates.
I called customer and let him know SA Kevin stated the fuel tank filler tube was replaced and that the SA would call him to come in for a test drive and that it may not be until Monday. I told customer the SA thinks he knows why the vehicle is automatically braking and wants to test drive it with him to see if that is the reason. Customer stated he would go on the test drive and was glad they fixed the other problem. I asked the customer to follow up with me if he went on the test drive before I called him back.
Mr [redacted] LVM asking me to call him back regarding the test drive with SM Jim Deroso. I called customer back and was told that he went on the test drive with SM Jim Deroso today and that during the test drive they were unable to duplicate the initial problem but that a light flashed on during the test drive that said Air suspension cooling down please wait. Customer stated that when he asked the SM what that meant he was told it was not a big deal and that it wouldn t even show up on the computer since it just flashed on quickly. I asked the customer if the slap shifters behind the steering wheel were used during the test drive and he stated they were not. Customer stated SM told him that the technical advisor told him to give the customer his car back. The customer refused to take his car back and told SM that his customer care manager told him not to take the car back until she said it was OK. I let the customer know I would follow up with him by tomorrow.
I spoke with SM Jim Deroso who test drove with the customer. SM stated that during the test drive he couldn t duplicate the problem. I asked if SM used the paddle shifters to try to duplicate the problem and he told me no he did not. I asked about the Air suspension cooling code that flashed during the test drive and he stated he never saw it but the customer did so he test drove it another 8 miles and could not get the car to duplicate the new code or the braking issue. SA stated the code was part of the OBD system self checks and that the car is not showing any codes. SA stated STAR told him to give the vehicle back to the customer as NTF. I let SA know I would talk to my manager and get back to him today with info on the case.
****** Below Customer Contacted for Documentation Request ******
mbuys@impartialservices.com on 2013-10-10 @ 16:55
Writer is suggesting reimbursement as a goodwill gesture for customer satisfaction.
Customer s proof of payment attached to CAIR (Y/N): Y
Mileage: 3293
Date of repair(s): 10/3/13
Additional pertinent information: Reimbursng customer half of one month payment $879.96/2 = $439.98, as vehicle has been down 16 days, filler neck has been replaced and numerous repairs have been performed with STAR involved
Writer is submitting check for approval in the amount of: $439.98
CNA flag (Y/N): N
***** Customer Document Received *****
SM Jim stated he was talking with an agent that informed him he will send the SM an email with the Cair # and authorization for the rental vehicle reimbursement. SM stated he has not receiving any information and he wanted to know who is going to pay for that. Writer gave Jim the phone number notated on line 122 and transferred him to that department.
Customer was approved for 11 days of rental covered by Chrysler up to $35 a day. Gas an insurance are not covered.
10/11/2013 10:17:44 AM: User Comment by Elisabeth Doyle: I received a VM from Jim dirosa SA requesting I email him a rental reimbursement letter stating I will cover the 15 day rental. I sent him the email below.
Jim,
-
I will pay for a 15 day rental from Enterprise for Rebekah Truong for up to $35 a day. Insurance and Gas are not included in the rental and will be taken care of by [redacted].
CAIR [redacted]. If you need any other information please let me know
-

Thanks
***Immediate Supervisor Call***
Writer took call from customer who states the vehicle is still at the dealer and they can not duplicate his concern. Customer states that he knows the dealer has contacted STAR and they told him nothing can be done until the concern is duplicated. Customer stated he brought a video of the problems he is having. Customer stated he had the same concerns back in October. Customer stated he does not want to pay for a vehicle that he does not feel safe in. Customer stated he feels that no one cares about his concerns and that he is tired of hearing everyone tell him they can not keep throwing resources at his vehicle. Customer stated the speedometer goes blank, the vehicle raises and lower and brakes on its own. Customer states the airbag light and ABS is inop. The customer stated he refuses to pick the vehicle up. Customer stated that he has left messages for his Case Manager and does not get called back. Customer stated there is no pattern as to when his problems happen and that it is completely random. Writer advised customer that a data recorder can be put in the vehicle to duplicate the concerns. Customer declined stating he will not drive the vehicle. Customer stated he wants a new vehicle. Writer offered 1 month s vehicle payment to continue with duplication process. Customer declined. Writer advised customer the case can be sent to a CARE ANYLIST TEAM for further review. Customer declined and asked to speak with writer s supervisor. Writer transferred call to HH261 at ext 66326.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT7 | EC[redacted] | ***Open Date*** | 09/25/2013 | ***Built Date*** | 02/27/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 03/18/2013 | ***Mileage*** | 12,130 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 54194 | TATE DODGE INC | | | |
| ***Dealer Address*** | 7139 RITCHIE HIGHWAY | | | | |
| ***Dealer City*** | GLEN BURNIE | ***Dealer State*** | MD | ***Dealer Zip*** | 21061 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | SPARROWS POINT MD[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | Intermittent issue that causes the vehicle to brake suddenly |
| Product - Electrical - Cruise Control - Defective - Default | Intermittent issue with cruise control |

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler seeking address. Customer states they are seeking lemon law. Customer states the issue they are having is that their vehicle is equipped with a collision warning system but it is going off when no need. Customer states the vehicle just brakes on its own, a warning message comes up and the center console flashes. Customer states this is the third time they have had to go to the dealer about it and they had other issues before so they have been to dealer almost 6 times already. Agent appologized to customer. Agent advised customer that by contacting Chrysler they are not starting any formal process. Agent advised customer that if they are seeking replacement/repurchase/buy-back we would have to send case for review. Customer states that is something they are thinking about and what really want is a working vehicle. Agent appologized to customer. Agent advised customer that what we can do to help resolve there issue is if they go to the dealer and have it diagnosed and call us while the vehicle is at the dealer we could get a case manager involved to help correct this unresolved issue (AC 18734). Customer states they would like to give the dealer another chance to fix the vehicle but after that they might have to take another route. Agent appologized to customer for their experience. Customer still wanted mailing address so agent provided;
Chrysler Group Customer Care
P.O. Box 21-8004
Auburn Hills MI 48321-8004
Agent advised customer of recall, customer states it has been completed.
Briefly summarize what the customer is expecting: Customer expecting mailing address for complaint.
Customer contacting CAC stating the vehicle is still having concerns with the cruise control and collision warning system. Agent contacted Jason at

Tate DLR (54194) at 410-766-2560 who stated they are currently working with the customer and will contact STAR to seek a resolution. Agent confirmed with the customer of the course of action for a resolution, customer understood and agreed.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG7 EC[redacted] | ***Open Date*** | 09/30/2013 | ***Built Date*** | 07/25/2013 | | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 09/13/2013 | ***Mileage*** | 671 | ***Dealer Zone*** | 74 | DENVER | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 44435 | HUDSON CHRYSLER LLC | | | |
| ***Dealer Address*** | 1200 CARMICHAEL RD SOUTH | | | | |
| ***Dealer City*** | HUDSON | ***Dealer State*** | WI | ***Dealer Zip*** | 4016 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | OLDSMAR FL 3[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | Adaptive cruise control states front lens not clean |
| Product - Brakes - Unknown - Other - Unknown | Brake indicator came on three times |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | no diagnosis at this time |

Customer has a service concern with a 2014 Jeep Grand Cherokee.
Briefly summarize why the customer is contacting Chrysler: Customer states that the adaptive cruise control will cut out and a message will display clean front lens. Customer states that he brought the vehicle to the dealership and they did not test drive his vehicle. Customer states that he got onto the highway and the indicator came back on. Customer states that he is also having concerns with the brakes as the brake indicator has come on three times. Customer states that dealer is not aware of this concern.
Briefly summarize what the customer is expecting:
Called dealership 44435 to confirm details of diagnosis. Spoke with Service Advisor McKenzie.
What is the diagnosis? No diagnosis
*If unable to duplicate concern,
*Have you had an opportunity to do a test drive with the customer? Test drove but not with customer
*Has STAR been contacted? (If yes, obtain STAR case #) No
SA states that there were no codes were displayed and there were no Technical Service Bulletins or star cases that provided information for this concern. SA states that they had cleaned the lens and test drove the vehicle before leasing the vehicle back to the customer. SA would like customer to schedule an appointment for a diagnosis.
Customer states he will schedule an appointment when he has available time as he is leaving in a week to visit out of town for six weeks. Agent advised customer to contact Jeep CAC when vehicle is at dealer to have his concerns escalated.
Reassigned to JR1305 for Unresolved/Intermittent/Cannot Duplicate Repair

Issues
The AnswerCONNECT article that was referenced to provide the answer to the customer was # 18734
Dealership called because the customer informed them that they needed to call us when the customer went into the dealership so we could send a team out to look at his vehicle. Agent advised the dealership that we need to have a diagnosis completed on the vehicle so we can send the case off for further review. Dealership advised the agent they would call back once the diagnosis is completed.
Dealership called back referring to diagnostic on customers vehicle. No codes, came up, looked into further, found sensor was loose, reconnected loose sensor, drove vehicle and everything is fine with vehicle.
Dealership is going to contact customer to pick up vehicle.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT7 | EC[redacted] | ***Open Date*** | 10/01/2013 | ***Built Date*** | 02/27/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 03/18/2013 | ***Mileage*** | 12,130 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 54194 | TATE DODGE INC | | | |
| ***Dealer Address*** | 7139 RITCHIE HIGHWAY | | | | |
| ***Dealer City*** | GLEN BURNIE | ***Dealer State*** | MD | ***Dealer Zip*** | 1061 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | CERTIFIED LETTER |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | SPARROWS POINT MD [redacted] | ***Country*** | UN TED STATES |

| | |
|---|---|
| Corporate - Lemon Law - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | |

POSTMARK DATE: 092513; DATE RECEIVED: 100113
Owner submits a certified letter to Chrysler received on 10-01-2013. It states that there are problems with the adaptive cruise control and forward collision warning while driving This is a request to correct these problems or replace or repurchase this vehicle under the state lemon law. An acknowledgement letter will be sent to the owner and this file will be forwarded to the bc for further review and handling.
CR Manager Update:
Conrad - Please review this owner s complaint and determine a course of action. Please contact the owner to discuss the situation, then update this CAIR with the plan of action and final resolution.
POSTMARK DATE: 100113; DATE RECEIVED: 100113
Jeff - Please contact and handle.
AM reviewed CAIR will contact customer.
AM spoke to SM Mike Johnson and confirmed the vehicle was repaired on 9/30. AM contacted Christian and confirmed the vehicle is repaired. AM declined customer request for buyback. The customer is satisfied the vehicle is repaired, no further action needed.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG4 | EC1[redacted] | ***Open Date*** | 10/07/2013 | ***Built Date*** | 04/26/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/18/2013 | ***Mileage*** | 3,078 | ***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*** | 66804 | MANCARI'S CHRYSLER JEEP, INC. | | | |
| ***Dealer Address*** | 4630 WEST 95TH STREET | | | | |
| ***Dealer City*** | OAK LAWN | ***Dealer State*** | IL | ***Dealer Zip*** | 60453 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | CHICAGO IL[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Lamps and Switches - Other - Default | Condensation in headlights. |
| Product - Body / Trim / Paint Finish - Unknown - Broken, Cracked - Unknown | Multiple Cosmetic/boly lines issues |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default | Radio inoperative. |
| Product - Body / Trim / Paint Finish - External Ornamentation - Other - Unknown | Side mirrors required replacement. |
| Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default | Transmission shifting hard. |
| Product - Body / Trim / Paint Finish - Body Hardware - Other - Trunk/Deck Lid/Hatch | |
| Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Broken, Cracked - Unknown | |

Customer states he previously bought a 2013 Jeep Grand Cherokee and was very impressed.
He then bought the 2014 JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY 4-DR in November
Customer states the vehicle has been in for:
-2 side mirrors had to be replaced
-Rear view mirror had to be replaced
-Door handle on lift gate replaced (twice)
-14 tsds update to radio
-Transmission shifting hard
-Radio went out
-Life gate had gap – gab by radio trim
-Headlight is fogging up condensation. (Issues go away in 3-5 hours).
***Vehicle is at the DLR
***No complaint with DLR
---
Briefly summarize why the customer is contacting Chrysler: Customer is concerned regarding the issues already at 3000 miles.
*Customer wondering if there is any option other than selling. Customer unsure what to do, loves the truck but doesn t want the issues.

**CUSTOMER LOOKING FOR OPTIONS**
*
Agent contacted SA Chris Dealer Code: 51- 66804
Dealer Name : MANCARI S CHRYSLER JEEP DODGE, Dealer Phone : 708-423-0910
Customer has been to the DLR 4 times already/ Customer had a 5 page repair history.
Chris states rear view mirror keeps falling down, rear window (the seam was pealing).
*DLR contacted STAR on the headlight assembles. STAR, states it is a normal condition no authorization through star to replace. (Condition due to the venting) .
*DLR contacted STAR on the Radio- STAR replace radio.
Also, customers lift gate elevated. Adjusted the rubber stopper.
Bezzle around radio flap needed to be pulled in.
DLR states all cosmetic/ body lines.
* All repairs have been done under warranty.
* Next month vehicle will have a recall
* Customer has had to go to the DLR a lot for the issue/ understands its an inconvenience.
* * * * * CASE MANAGER TEAM Top Care West* * * * *
[redacted]
My name is Kala and I am contacting you on behalf of your new Top Care West Case Manager, Jessica.
Here is some information that you may find helpful:
The Chrysler Case Management telephone number is 1-800-763-8422.
Jessicas direct extension is 66140.
Jessicas work hours are 6:30 a.m. 3:00 p.m. MST, Monday Friday.
Top Care is currently researching your case and will be contacting you by telephone no later then 10-10-13 to review it with you.
Thank you for your patience in this matter and for being a valued member of the Jeep family!
End of Status Update
Writer contacted customer, who stated that all of the issues have been resolved except the condensation in headlights. Customer is concerned about the condensation, though STAR and owner s manual states that this is normal as these are vented headlights. Customer is looking to have Chrysler replace the headlights even if the issue persists in those as customer would be more comfortable with knowing that the headlights are new.
CORRECTION: line 54 should read, writer contacted Chris, service advisor at 66804.
Correct email: [redacted]
Customer called in requesting a call back. Agent advised customer that it stated in the customers case that a callback could still be provided today 10/10/2013. Agent gave customer case number for future references.
Status update provided via email to the following email address:
[redacted]
My name is Kala and I am contacting you on behalf of your Top Care West Case Manager, Jessica.
I do apologize that we were not able to contact you by phone due to the late hour that your callback request was received.
Jessica was informed by the dealership that you are requesting that your headlights be replaced and will be contacting you no later then 10-14-13 to discuss this with you.
If you have any questions, please feel free to email Jessica using the link provided or contact her by phone 6:30 a.m. 3:00 p.m. MST, M F.
Thank you for your patience and for being a valued member of the Jeep family!
End of Status Update
Writer contacted Chris, service advisor at 66804 (service manager unavailable), who stated that the anti coating mists that are available for the outside of the headlight and the customer s concern is with condensation on the inside and would have no effect on the complaint.
Writer was advised that the only thing that can be recommended is replacing the headlights. As this is a normal condition, dealership is

not able to replace the headlights unless Chrysler authorizes it.
Writer contacted customer, who stated that vehicle only has 3,200 miles, and has had so many issues with the vehicle. Customer states that a few of the issues included the rear handles that were replaced twice, the hatch was misaligned and needed to be repaired, steering wheel was replaced, the rear view and side mirrors, headliner loose, etc. Customer states that customer is starting to lose track of all that has been done because there are so many. Customer knows that a vehicle is not going to be built perfectly, but with as many things that have been wrong with the vehicle customer is starting to be apprehensive of what the future may hold for vehicle. Customer states that just a couple days ago, the ACC service light came on for the cruise control and has to take vehicle back in. Customer will need to take vehicle to dealership again next month when the recall is released. Customer states that if customer keeps the vehicle, there will just be many trips to the dealership and shouldn t have to in a brand new vehicle. The vehicle was traded for a 2013 Jeep Grand Cherokee which customer was very happy and impressed with. This vehicle has given customer more trouble than any other vehicle owned. Customer is reaching out to Chrysler as customer is not sure what to expect with the vehicle in the future. Customer would like the issue with condensation in headlights resolved as it is not normal for the condensation to last 3-5 hours. Customer stated that if the issue cannot be repaired, requests that the headlights be replaced with the ones that are in the SRT8 model as those are black inside and the fog will be less visible. Writer will research the headlight issue further to determine options. Writer asked customer what expectations are, customer states that customer is not comfortable in vehicle and would really like to see Jeep replace the vehicle with one that does not have these issues. Writer will forward case to a Care Analyst who will contact customer within 1-2 business days.
Customer was advised that due to the nature of their request a call back is required and will take place within one to two business days.
Preferred call back number is [redacted].
Who has possession of the vehicle? Customer
Is this a request for Lemon Law, buy-back, or replacement? Replacement.
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
***The I2R Customer Resolution Team is now responsible for the CAIR. If the customer should call, please advise them to contact their I2R Coordinator Jaime Wiley at 1-888-542-7239, extension 2155. Thank you in advance***
Called the customer on his home contact number and that he currently has his vehicle and that he really has not test driven the vehicle because he has been so embarrassed with his vehicle because of the issues with his headlights and the condensation that keeps occurring. The customer advised that he would like to see what can be done to replace his headlights with the alternative blackouts. The customer advised that he traded his 2013 for this 2014 and this has been nothing but a letdown in his eyes. I apologized to customer for the inconvenience, as I can certainly understand their frustrations and concerns. I advised the customer that their case has been forwarded to me for special handling. The customer advised that he did not want to take the vehicle back to the dealership for service until he has to for the recall on his vehicle. I advised to the customer that I am not showing that his vehicle is set to have a recall done. The customer advised that he will fax a copy of his repair orders to me, and I advised to him that I will give the dealership a call in reference to the other issues that he has advised are occurring in reference to the hard shifting in the transmission and that warning light when trying to engage the adaptive cruise control. I have also advised the customer that I would like to review his/her case with the dealership, and will call them back to review a plan of action towards a resolution. Customer has accepted my offer and was appreciative. Advised customer I will contact their dealers and follow up with them by 10/16/13
Called the customer on his home contact number and I advised to the

customer that at this time we will not be replacing his headlamps on the vehicle. I advised to the customer that per STAR that the issues are a normal characteristic of the headlamps and that there is not a repair deemed necessary. I advised to the customer that if there are any other issues to please give me a call and I will be more than happy to assist.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFDJ3 EC[redacted] | **Open Date** | 10/11/2013 | **Built Date** | 03/09/2013 | | |
| **Model Year** | 2014 | **Body** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 04/08/2013 | **Mileage** | 6,000 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| **Engine** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 68087 | VALENTI CHRYSLER DODGE JEEP | | | |
| **Dealer Address** | 72 JERRY BROWNE ROAD | | | | |
| **Dealer City** | MYSTIC | **Dealer State** | CT | **Dealer Zip** | 06355 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | WESTERLY RI [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Navigation System - Unknown - Default | Owner seeks out of vehicle |

10/11/2013 AM contacted by General Manager of Dealership Eric Goodwin, Owner seeking to get out of the vehicle, they crunched # with customer, Owner did not want to take such a large loss. Asked GM to contact his rep to see if Chrysler will Replace his vehicle.
AM explained to Eric that based on review of owner concerns and issues (satellite/radio reception / Nav mapping program / Trans Shift programming / Safety - Collision detection - Brake programming) are functioning as designed. Chrysler does not typically offer replacements for properly operating vehicles.
AM took Customer Cell # and attempted contact, lft msg with My Cell # md19
10/11 Owner contacted AM, Seeks Replacement, AM informed Chrysler does not replace vehicle that we have tested and investigated and found to be operating as designed. Owner stated he feels it does not operate properly & wants AM to work with dealer to make them provide a better offer for him to get into a different vehicle. AM explained that Dealers are independent businesses and Chrysler cannot dictate or control a dealers Sale or Trade offer. Owner disagreed and stated he knows that this can be done, much like Chrysler should make the changes to his vehicle to make it operate the way he would like. Again AM described that Chrysler is not considering a Replacement offer as our position is that his vehicle is operating / functioning as designed. Owner stated he knows AM could get the dealer to make a better trade offer and unknown why AM won t do this for him. AM assured the owner that what he seeks it not something AM / Chrysler can do...we can not dictate to a dealer the terms of a vehicle trade in / Sales deal that is between the dealer & a customer. Owner took AM Name and ended the call. Md19
Customer contacted CM. Customer stated he is almost out of gas and is 40 miles from his house. Customer is at gas station and the nozzle will not go down the filler tube to allow filing the tank. Customer stated he contacted his local dealer and they are closed and unable to assist. CM

acknowledged, apologized for the situation and recommended CM contact RA to assist the customer. Customer reluctant to do that stating RA would not have the aptitude to repair - they mostly fill the tank with gas and that is not possible because the flap is not opening on the fill tube. CM stated RA can tow vehicle to the dealer and CM can research providing a rental. Customer stated he needs this vehicle and the dealer is not open so no need to have it towed. Customer stated he will take out the tire iron and break the flap in order to fill up with gas and get home. CM strongly recommended against doing so. Customer stated he needs to put gas in the vehicle to get home, does not want to wait for RA, stated calling RA would be useless, and asked if breaking the flap would disable the vehicle. CM stated CM not qualified to answer and again strongly recommended that course of action. Customer stated he will break the flap in order to put gas in the vehicle , wanted this documented, and ended call.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

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|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJGX | EC[redacted] | **Open Date** | 10/22/2013 | **Built Date** | 03/30/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 04/26/2013 | **Mileage** | 6,030 | **Dealer Zone** | 35 | WASHINGTON | |
| **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** | 42244 | FRED BEANS DODGE CHRYSLER JEEP | | | |
| **Dealer Address** | 858 N EASTON RD | | | | |
| **Dealer City** | DOYLESTOWN | **Dealer State** | PA | **Dealer Zip** | 18902 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | JAMISON PA [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Other - Default | Forward Collision Warning actived when no need to |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | forward collision warning system issue |

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Mr. Gricco states that while he was driving the vehicle the other day another vehicle was making a left turn in front of him before he was to go thru the intersection and without warning his forward collision warning activated and automatically put his vehicle in neutral and received the message to press button and put into gear. Customer states with the collision avoidance it would provide a warning and apply the brake but for unknown reasons it put his vehicle in neutral gear.
Briefly summarize what the customer is expecting:
Customer wanted to know with the updates that were done on his vehicle would that have caused this to happen or is there another explanation.
Customer states that he advised the dealer of this too.
****End structured narrative T2 - Beginning Narrative
Customer advised a call back is required and will take place within one 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: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? unknown
If a CDJ dealer has diagnosed, what is the dealer name or code? n/a
Reassigned to 88W
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].
Customer state that forward colision system did activate and brakes were appllied but it also put the customer into neutral. Customer stated that he would discuss this further but he has another call that he needs to

finish. Customer requested call back in fifteen minutes.
Writer called customer at [redacted]. Customer inquiring on if the recent updates that were done to the transmission system affected the forward collision system. Writer informed customer that writer would be more than happy to research this for the customer to see if it is normal function. Writer informed customer that writer s recomendation would be to take the vehicle in. Customer stated that he would like clarification of if this is normal function before he takes the vehicle in again. Writer informed customer that writer would follow up with customer. Customer stated that if he does take the vehicle in he would like to be in a Jeep product. Writer informed customer that we would do our best to arrange that.
Status update provided via email to the following email address:
[redacted]
My name is Spencer and I have been assigned as your Customer Advocate as part of the Enhanced Customer Satisfaction program. I would just like to reiterate that it is my suggestion that the vehicle be taken in as soon as possible at lest until we can determine whether or not it is a normal function after the recent update. The dealer is better equiped to make this determination than I am, as I can only ready what the updates are suppposed to improve or change. As part of the program we will be involving a Technical Specialist to help the dealer with the repairs on your vehicle. Also, should you desire, we will make a rental vehicle available for you for the entire duration the vehicle is in for repairs at no cost to you. Here is some information that will be helpful for you to have.
Your case number is [redacted]
Chrysler Case Management telephone- 800-763-8422
My direct extension is 66214.
My work hours are from 8am-4:15pm Eastern Time.
I will contact you back tomorrow.
End of Status Update
Writer called customer at [redacted]. Left message stating that recent flash to the transmission should not have affected the Forward collision system in any way. Writer stated that customer should take the vehicle into the dealer as soon as possible.
Writer called customer at [redacted]63. Left message stating that recent flash to the transmission should not have affected the Forward collision system in any way. Writer stated that customer should take the vehicle into the dealer as soon as possible.
Writer received voicemail from customer. Customer stated that he has called dealer and should be taking the vehicle in later today or early tomorrow. Customer asked if writer could call dealer to help get rental arranged so dropping the vehicle off at the dealer goes as smooth as possible.
Writer called dealer 42244 FRED BEANS CHRYSLER DODGE JEEP RAM. Writer left message for Service Advisor(SA) Justin.
Writer called customer at [redacted]. Left message.
Writer received voicemail from customer. Customer stated that the vehicle was just dropped off. Customer stated that he was placed in a rental.
Writer called dealer 42244 FRED BEANS CHRYSLER DODGE JEEP RAM. Writer spoke to Service Advisor(SA) Gus. Writer inquiring to speak to best POC for customer s vehicle so correct information is gathered to get TS involved. SA informed writer that SA Justin would be best POC. Writer requested to speak to SA justin. Writer was informed that SA Justin is not available. Writer left contact information and requested for SA Justin to call writer back.
Dealer code: 42244
POC Name: SA/Justin
POC number/ email: dealer number
Current mileage: 6030
Customer name: [redacted]
Customers concern: forward collision system activated for no reason and shifted vehicle into neutral
Is customer in rental: yes
Is customer waiting: no

All customer contact numbers: [redacted]
Best time of day to contact customer: anytime
Dealer diagnosis (if completed): not yet completed. Writer advised SA that dealer con proceed with preliminary diagnosis but not to completed any repairs until TS does get in contact.
****** Following Corporate Resource has been contacted ******
TAPS
on 2013-10-25 @ 12:24
SA Justin calling about the vehicle. SA stated that they were not able to find any issues with any of the systems or get the vehicle to duplicate the concern. Writer informed SA that just due to the nature of this concern writer does want the TS involved to review the information. Writer informed SA that case is sent up for their involvement and they should be getting in contact with SA soon.
Writer received call from customer. Writer informed customer on the update from SA but that we are still wanting to review this information with TS before the vehicle is released. Customer stated that he is on his way to Enterprise to get into a different rental. Customer stated that he just wants to get into something different and was told that the customer s rental allowance wouldn t cover it. Writer informed customer that writer would contact dealer to request that they are aware that there is no rental limit for this instance as long as we are getting the customer into something that the customer is comfortable getting into.
Writer called dealer 42244 FRED BEANS CHRYSLER DODGE JEEP RAM. Writer spoke to Service Advisor(SA) Justin. Writer requested SA contact Enterprise to make sure to let them know that we will be providing full coverage for any rental for the customer. SA stated that he would let them know. SA inquired about if there is any information from the TS. Writer informed SA that escalation has not yet picked up the case but should do so soon.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer received call from customer. Customer stated that he did get into a different rental vehicle. Writer informed customer of the update that the TS is seeking more information. Customer stated that he is very concerned about the vehicle. Customer stated that he has been speaking to Chrysler Finance who advised the customer to try to reach out to DM. Customer stated that he called the general manager of the dealer in attempt to have the DM contacted. Customer inquired if writer could assist in bringing this to the DM s attention and request that the DM call the customer. Writer informed customer that writer would attempt to reach out to the DM but writer could not gaurantee a call back. Customer stated that he has received the check for reimbursement of a car payment from previous case. Customer stated that he does not want to cash the check as he feels that doing so would show that he is satisfied when he is not. Writer informed customer that writer would keep in touch with customer on the case.
Writer received voicemail from customer requesting call back.
Writer called customer at [redacted]. Customer stated that the dealer has contacted the customer stating that the vehicle is ready for pick up and there was nothing done on the vehicle. Writer informed customer that writer understand that customer would be concerned about no issue being found. Writer informed customer that we do keep a permanent record of all contacts on the vehicle so if a relating issue comes up in the further there will be a record of it. Writer informed customer writer has sent an email to AM at customer s request but writer has not heard back yet. Customer stated that he would be picking up the vehicle.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] 9 FOR INFORMATION
Writer called customer at [redacted] Left message.
Writer called customer [redacted] Left message stating that writer was seeking to follow up on vehicle being returned to the customer. Writer requested that customer call back if issue is not resolved or there are other questions or concerns for writer to address. Writer stated that customer does not need to call writer back if everything is resolved and case would just be closed on 11/5/13.

CLOSED LOOP UPDATE - no need for additional follow-up.
Warranty Administrator Jenny calling about rejected claim. Writer reviewed claim and DI notes. Writer informed WA that writer would enter ECS notes for that approval.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJT6 | EC[redacted] | **Open Date** | 10/25/2013 | **Built Date** | 06/28/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 10/18/2013 | **Mileage** | 114 | **Dealer Zone** | 35 | WASHINGTON | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 05002 | FRANK C VIDEON INC | | | |
| **Dealer Address** | 4949 WEST CHESTER PIKE | | | | |
| **Dealer City** | NEWTOWN SQUARE | **Dealer State** | PA | **Dealer Zip** | 19073 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | SPRINGFIELD PA [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Recall - N58: REPROGRAM INSTRUMENT CLUSTER & ABS / ALT. GROUND - Advise Owner/Incomplete Recall | Advised customer of recall in voicemail |
| Product - Electrical - Unknown - Other - Default | Customer needs information on Forwar Collision |
| Corporate - Outbound - Survey Follow-Up - CPS - Default | |

CPS Survey Record Received Date: 10/25/2013
Survey Number : EC16217201
Quality Survey ID Number: [redacted]
Survey Date : 10/21/2013
VIN Number : 1C4RJFJT6E[redacted]
Mapping Class :
Event Type : Vehicle sale
CPS Score : 10
Customer would like to be contacted on Uconnect
* * * * * CASE MANAGER TEAM - District Q * * * * * *
Customer satisfaction a 10.
Dealership FRANK C VIDEON INC a 10.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer asking how to turn on his front assist. Writer asked customer if he looked in his owners manual. Customer stated no that he wants us to look it up. Writer stated that we will look that up and get back with him.
[redacted] Writer called customer and stated that you do go through the uconnect system. Writer stated that it is the second button from the left. Writer stated that we have a uconnect department and stated that we will be sending his case to them and that they will give them a call in 1 to 2 business days and that we also gave him their contact information. Writer reassigning case to 88F as this issue is not handled by Uconnect Case Management.
Writer attempted to contact customer at [redacted]
Writer left message.

* * * * * * CASE MANAGER TEAM - Top Care West * * * * * *
Writer spoke to customer regarding concerns with the vehicle. Customer states his concern is with the 'forward collision' feature. Customer states he isn t aware of anything wrong with the system, just that he doesn t know how to use it. Customer states he will take the vehicle to the dealer next week for assistance in understanding the feature. Writer advised customer writer will follow up with him next Thursday 11/07
Next follow up date is set for 11/07 to confirm if customer has had the vehicle in to discuss 'forward collision' feature.
Writer attempted to follow up with customer on whether vehicle has been to the dealer for explanations on how to work the 'forward collision'.
Left message for return call for update.
Writer left message for SA, requesting call back to confirm if customer has brought the vehicle in yet to discuss the feature.
No email address in Coin.
Writer spoke to customer regarding vehicle going to dealer to address his request for information on the 'forward collision' feature. Customer states he has not contacted the dealer yet, but this morning he had a problem with Uconnect hanging up his call. Writer advised customer he ll need to take the vehicle to the dealer for diagnosis, but if no appointment has been made by Tuesday, writer will close the survey case.
Writer spoke to Joe in service to verify if customer has made an appointment for Uconnect yet. Joe states customer was last in 10/21, and there are no appointments set for him.
Writer attempted to contact customer to discuss case. Writer left message advising customer, his case will be closed for no diagnosis at this time, but he can call, if he needs CAC to be involved, otherwise he will need to work with the dealer. Writer advised customer in the message, of the N58 recall on his vehicle and that he should contact the dealer for a time to bring the vehicle in to dealer for the recall.
Status update provided via email to the following email address:
[redacted]
I am attempting to contact you to find out when you ll be taking your 2014 JEEP GRAND CHEROKEE to the dealer for information on the forward collision feature, and your uconnect concerns. If I don t hear from you today, I will close the case until the vehicle is taken to the dealer.
End of Status Update
Writer spoke to Joe in service to confirm customer has not made an appointment for the diagnosis. Joe states that looking under the name the customer purchased the vehicle as (Charles Mathew) no appointment showing, and also under the name customer s voicemail says (Mathew Charles). Joe shows
additional contact information [redacted] work and [redacted] cell, as well as email address
[redacted]
Writer contacted customer at [redacted]3 cell for information on when vehicle will be taken to dealer for diagnosis. Customer states he has an appointment at 05002 FRANK C VIDEON INC. Writer advised customer writer will follow up on Tuesday 11/19 on any repairs/updates performed by the dealer.
Writer spoke to Warranty Administrator (WA) Doris. WA states customer has not been in to dealer since purchase of the vehicle. WA only able to locate information in the name of Charles Mathews, no other information available.
Writer atttempted to contact customer for appointment follow up at [redacted], left message for return call.
Writer attempted to contact customer at [redacted] work to inquire if vehicle has been taken to the dealer for further diagnosis. Writer left message for return call to verify if appointment has been made, and which dealer he ll be going to, if he hasn t already taken it in.
Writer also attempted to contact customer [redacted] cell. Left message advising customer to contact writer to confirm if vehicle has been taken to dealer, and if not the case will need to be closed.
Writer spoke to Matt in service to confirm customer has not been in or made an appointment yet. No appointments for customer, and customer has

not been in.
Writer attempted to contact customer [redacted] work. Left message advising the case will be closed until the vehicle is taken to the dealer for diagnosis.
Writer attempted to contact customer to determine when/if vehicle will be taken to dealer for diagnosis. Left message requesting call back, and reminded customer of the open recall that can be performed when the vehicle is taken in to the dealer for the diagnosis of the Uconnect concerns and the questions about the 'forward collision'.
Customer returned writer s call, stating the vehicle has been in to the dealer, the code has been cleared and customer advised writer to go ahead and close the case.
CLOSED LOOP UPDATE - no need for additional follow-up.
***CORRECTION LINE 102***
Line 102 should read customer left voicemail message, stating...

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT0 | EC[redacted] | ***Open Date*** | 10/30/2013 | ***Built Date*** | 0 /21/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 10/28/2013 | ***Mileage*** | 193 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

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|---|---|---|---|---|---|
| ***Dealer*** | 45473 | CUTTER CHRYSLER JEEP DODGE OF | | | |
| ***Dealer Address*** | 905 KAMEHAMEHA HWY | | | | |
| ***Dealer City*** | PEARL CITY | ***Dealer State*** | H | ***D aler Zip*** | 96782 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | HONOLULU HI[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | Forward Collision Warning inoperative |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default | currently at dealer/unresolved |
| Product - Electrical - uConnect Cellular System - Complete Failure - Default | inoperative |
| Corporate - Hard Copy Manual Order - Default - Default - Default | manual order |
| Corporate - Survey By-Pass - No Longer Owns Vehicle - Default - Default | |

An order for printed owner materials has been placed with our fulfillment house
The following items have been selected:
Warranty
Uconnect 8.4A/8.4AN Supplement
Owner s Manual
Status update provided via email to the following email address:
[redacted]
Adaptive Cruise Control (ACC) / Forward Collision Warning (FCW)
Adaptive Cruise Control (ACC) can greatly increase the value and comfort of cruise control, especially in congested traffic situations. The driver engages the system similar to traditional cruise control and has the option to set a following distance of short, medium, or long.
The system uses a single radar sensor mounted at the front of the vehicle (located in lower portion of the front fascia) to detect objects in its path. If the lane ahead is clear, the system will maintain the set speed. If there is slower traffic ahead, ACC slows the vehicle by coasting or using the brakes to maintain the driver s set following distance.
The ACC system also incorporates grade braking and Forward Collision Warning (FCW). With grade braking, the transmission will automatically downshift to maintain selected vehicle speed and distance, preventing overheating of the brakes.
The FCW function operates regardless of whether ACC is active or not, notifying the driver, both visually and audibly,
when he/she is getting too close to a preceding vehicle or object. All

Adaptive Cruise Displays are shown through the instrument cluster display.
End of Status Update
Customer states he just purchased the vehicle 3 days ago and it has been in the shop for 2 days. Customer states dealer has ordered a new radio and once it is replaced it should be fine.
Customer states he is trying to find information on the FCW (Forward Collision Warning). Customer states it is not working. Customer states dealer told him the cruise control has to be on for it to work. Customer states he has owned other vehicles and it worked without the cruise control. Customer states he knows that the cruise control does not need to be on and wants to verify this.
Agent referred to owners manual and could find nothing that states cruise control must be on for the FCW to be active.
Agent referred to Answer ID 21747 which has a document for 2011 Chrysler. Customer asked for it to be emailed. Agent informed customer that it is from 2011 Chryslers.
Customer would like someone to look into the Forward Collision Warning Feature.
***REQUEST FOR SPECIAL HANDLING***
NIC of TL consulted: SJ372
Reason for special handling request: vehicle in service for 3 days and has been at dealer for 2. STAR case open for inoperative Radio. Customer states (FCW) Forward Collision Warning is also inoperative.
What customer is expecting: FCW diagnosis & radio replacement
Customer s preferred method of contact: phone
Customer phone number (Morning): [redacted]
Customer phone number (Evening): same
Customer email address: [redacted]
Dealer code (if applicable): 45473
Dealer personnel involved (if applicable):
Assigned case to 86S for Special Handling
CM is reassigning to 88F for proper handling as Uconnect CM s do not handle the FCW.
Status update provided via email to the following email address: [redacted]
Hello, my name is Lafe and I will be your case manager.
Here is some information that you might find helpful.
Your case number is [redacted]
I work from 6:30am until 3:00pm Mountain Standard Time, and am available Monday through Friday.
Phone number to contact me is 1-800-763-8422 extension 66011.
Thank you.
End of Status Update
[redacted] called to speak to CM LT707. Writer warm transferred customer to CM JL1355.
CONTACT UPDATE - 1st Contact attempt, Received call from Customer Monsour Arekat, Customer stated he purchased this vehicle 5 days ago and has only been able to drive it for maybe one day, Customer stated there was a problem with the Radio and the dealership replaced the radio, Customer stated he got the vehicle back and it had a problem with the Collision system, Customer stated the dealership told him they don t know how to fix the Collision system and they will have to contact the Engineers, Customer stated the car needs to be dismantled and put back together and he does not feel comfortable with that, Customer stated the Manager has offered to replace the vehicle and he will be going back to the dealership this afternoon, Customer stated he wanted all of this documented in case the offer is not what he wants, Writer advised customer we do recommend following up with the dealership manager on the offer and we will document his concerns, Customer asked if the offer of another vehicle is from Jeep or the Dealer, Writer advised customer Jeep has not had an opportunity to look into this yet, so the offer is from the dealership, Writer offered follow up call for Monday, Customer accepted
Writer verified Contact number as [redacted]
[redacted] requesting to speak with Case Manager

Case manager not available, nic OS533
66301 took the call.
Writer took inbound call from customer. Customer states that dealership swap out the vehicle and the new Vin number is EC264644. Customer states that he is having the same issue with the new jeep that the Forward Collision Warning (FCW) also the front parking assist is not working.
Writer advised customer that I would document the case but his next step would need to give the dealership a call get the vehicle in for diagnosis. Writer advised customer that case manager will do another follow up no later then 11/6/2013 to get the appt date.
Customer called and said service manager Tom, 808-564-9977, the Front park assist, and the FCW are not working. Writer said will contact the dealership, gather information, and be back in contact with the customer with-in 24 hours.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT7 | EC[redacted] | ***Open Date*** | 11/02/2013 | ***Built Date*** | 08/29/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 09/16/2013 | ***Mileage*** | 1,124 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

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|---|---|---|---|---|---|
| ***Dealer*** | 26062 | MANHATTAN JEEP-CHRY-DODGE INC | | | |
| ***Dealer Address*** | 678 ELEVENTH AVENUE | | | | |
| ***Dealer City*** | NEW YORK | ***Dealer State*** | NY | ***Dealer Zip*** | 0019 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | SPRING VALLEY NY[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Defective - Default | Customer stated that the Forward Collision System did not work |
| Product - Electrical - Heated Seat - Other - Unknown | Customer stated that the heated seats are not properly functioning |

Briefly summarize why the customer is contacting Chrysler: Customer stated that he is concerned about the heated seats on the vehicle. Customer stated that the heated seats are completely unoperational on the low settings and that they are barely lukewarm in the high setting. Customer also stated that the Forward Collision System did not work as he almost got into an accident. Writer empathized and offered to call the Manhattan dealership in order to get more information on the issue. Writer spoke to Francis in service who was able to tell the writer that a RRT radio update was completed on the radio and that all systems are functioning normally albeit lukewarm. Writer advised Francis that according to the customer, the heated seats do not work at all on the low setting. Francis was unable to confirm or deny and suggested that Curtis, service advisor, be contacted regarding the issue. Writer informed customer of the information received from Francis. Customer stated that it may be a uConnect setting. Writer replied that this is most likely not the case and promised to follow up with Curtis, the uConnect team, as well as the customer himself on 10/04/2013. Customer added that the Forward Collision System was not a major concern.
Briefly summarize what the customer is expecting: Customer seeking repair of heated seats and Forward Collision System .
EK230 please follow-up with customer/dealership 11/04/2013.
Writer spoke to Curtis, service advisor. Curtis stated that the heating seats work perfectly fine in both low and high settings. Curtis stated that he eventually had to turn them off because his back was starting to sweat. Curtis stated they work every bit as well as the heated seats in his own 2013 Ford Edge.
Writer attempted to speak to customer at both numbers and left a voice

mail because he could not reach customer. Writer advised customer that there were no issues with the heated seats whatsoever according to Curtis and that he would have to see any dealership of his choice for future diagnosis/repair.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

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|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT3 EC[redacted] | | **Open Date** | 11/04/2013 | **Built Date** | 01/24/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 06/28/2013 | **Mileage** | 6,279 | **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) | | | | | |

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|---|---|---|---|---|---|
| **Dealer** | 42490 | JOHNSON DODGE-CHRYSLER-JEEP | | | |
| **Dealer Address** | 481 ROUTE 46 & NAUGHTRIGHT ROAD | | | | |
| **Dealer City** | BUDD LAKE | **Dealer State** | NJ | **Dealer Zip** | 07828 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted]6 |
| | DINGMANS FERRY PA[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - uConnect Cellular System - Other - Default | Issues with the whole radio system |
| Product - Electrical - Unknown - Defective - Default | front collision warning system is not working |
| Corporate - Hard Copy Manual Order - Default - Default - Default | hard copy manual |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

An order for printed owner materials has been placed with our fulfillment house
The following items have been selected:
Warranty
Uconnect 8.4A/8.4AN Supplement
Owner s Manual
Briefly summarize why the customer is contacting Chrysler:
Customer called stating his radio is having a lot of issues since 1,000 miles. Customer states his nav system is not working, cellular service cuts out, sprint network is bad, freezing. Agent advised there is a radio enhancement on his vehicle for his radio. Agent advised when he brings it to the dealership to get that looked into and it could possibly fix some of the glitches that he is having. Customer states his front collision warning system he s turned it on and a car had gotten close to him and the collision warning did not go off. Agent advised to write down everything that is going wrong with the vehicle and the times so that the dealership has a better understanding of how often the issues come. Agent advised customer to take the vehicle into the dealership to find out exactly what is going on. Customer requested owners manual. Agent advised customer it will be 7-10 business days to be received.
Briefly summarize what the customer is expecting:
Customer is having issues with his radio system and collision warning system.
Assigned to SG893 for survey by-pass due to no diagnosis.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJG5 | EC[redacted] | **Open Date** | 11/06/2013 | **Built Date** | 09/04/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 09/23/2013 | **Mileage** | 0 | **Dealer Zone** | 71 | LOS ANGELES | |
| **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** | 60559 | FREMONT CHRYSLER DODGE JEEP RAM | | | |
| **Dealer Address** | 39639 BALENTINE DR | | | | |
| **Dealer City** | NEWARK | **Dealer State** | CA | **Dealer Zip** | 94560 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | FREMONT CA [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | questions about ACC |
| Product - Electrical - uConnect Cellular System - Other - Default | questions about Uconnect. |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Customer Contact Complete | |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |

CQI Survey Record Received - DATE : 11/06/2013
Survey Number : 2192698
Quality Survey ID [redacted]
Survey Date : 11/04/2013
VIN Last 8 : EC2[redacted]
CQI Comments : phone number [redacted] how does adapt
ive cruise control work, questions regarding navigation how to select option
s of highway only/prefer for routes, how does front collision prevention wor
k, how does AC system work and how does Auto function on AC work. These are
questions I have today + could be more in the future, where should I go onli
ne for similar questions in the future
* * * * * CASE MANAGER TEAM - District O * * * * * *
CQI survey Comments: Customer indicated some trouble operating some
features of the Uconnect system as well as questions about adaptive
cruise control and frontal collision.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted]
Writer contacted customer. Customer indicated trouble with the Uconnect
system. Writer provided Uconnect web site. Customer asked if his vehicle
is equipped with Adaptive Cruise Control. Writer advised that the vehicle
is equipped with the adaptive cruise control and explained its function.
Customer indicated satisfied with the information as well as the vehicle,
and indicated case can be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG5 | EC[redacted] | ***Open Date*** | 11/06/2013 | ***Built Date*** | 07/31/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 09/16/2013 | ***Mileage*** | 1,000 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***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*** | 66689 | ROCKLAND CHRYSLER JEEP DODGE | | | |
| ***Dealer Address*** | 60 ROUTE 304 | | | | |
| ***Dealer City*** | NANUET | ***Dealer State*** | NY | ***Dealer Zip*** | 0954 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | FLUSHING NY 1[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Hard Copy Manual Order - Default - Default - Default | Customer is requesting the owners manuals. |

An order for printed owner materials has been placed with our fulfillment house
The following items have been selected:
Warranty
Uconnect 8.4A/8.4AN Supplement
Owner s Manual
Briefly summarize why the customer is contacting Chrysler: Agent advised customer that the manuals will be deliveered within 7-10 business days at the address provided. Customer called stating that the DLR had to recalibrate the cruise control and the DLR is now telling him that the feature to make the vehicle come to a complete stop through the cruise control is not available for this vehicle and the vehicle used to do this and now that they recalibrated the cruise control it does not do that anymore. Customer states that the window sticker said that this vehicle came with the adaptive cruise control feature and he assumes that this is the feature that he is talking about that the DLR stated was not available. Agent was about to look this up in the manuals and he had hung up.
Briefly summarize what the customer is expecting: Customer is expecting information on the adaptive cruise control feature.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT9 | EC2[redacted] | ***Open Date*** | 11/06/2013 | ***Built Date*** | 08/20/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 11/17/2013 | ***Mileage*** | 193 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 45472 | CUTTER CHRYSLER JEEP DODGE OF | | | |
| ***Dealer Address*** | 900 ALA MOANA BLVD | | | | |
| ***Dealer City*** | HONOLULU | ***Dealer State*** | H | ***Dealer Zip*** | 96814 |

| | | | | | |
|---|---|---|---|---|---|
| ***Owner*** | [redacted] | | | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | CIMS 485-06-73 | | ***Home Phone*** | |
| | AUBURN HILLS MI [redacted] | | | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Defective - Default | F.C.W. not working. |
| Product - Electrical - Park Assist System - Other - Default | Not working. |

please refer to case # [redacted]
Customer called and said service manager Tom, 808-564-9977, the Front park assist, and the FCW are not working. Writer said will contact the dealership, gather information, and be back in contact with the customer with-in 24 hours.
Writer called CUTTER CHRYSLER JEEP DODGE OF at 808-564-9950, spoke with Tom and asked about the customer s vehicle. Tom said that the customer came in yesterday with the Forward Collision Warning light was reset, updated, and is now working properly. Tom said the vehicle is not equipped with the front park assist system.
Customer s e-mail address = [redacted].
Status update provided via email to the following email address:
[redacted]
Hello, my name is Lafe. I am your case manager. I have spoken with Tom, and was informed that the check marks for the F.C.W. (Forward Collision Warning) did not need to be put back in after the vehicle sat over night; however Tom would like to continue to diagnose the vehicle just to make sure the system is working properly for you. Tom also said that the vehicle is not equipped with the Front Park Assist system. If you have any further questions for me please call me at 1-800-763-8422 extension 66011, or respond to this e-mail.
Thank you.
End of Status Update
Writer called CUTTER CHRYSLER JEEP DODGE OF at 808-564-9950, left message for Tom.
Writer called customer at [redacted], informed customer that writer spoke with Tom yesterday and writer was informed that the FCW system is working properly. Writer said that Tom wanted to keep the vehicle to further inspect the FCW system to make sure everything is going to continue to work. Writer said that writer call Tom today, and left a

message, and as soon as Tom returns writer s contact customer will be called back. Customer thanked writer for the informational contact.
MR MANSOUR AREKAT called to speak with a supervisor. Transferred the customer to ND181 at ext 66253
* * * *Immediate Supervisor Contact * * * *
Customer is asking about the status of his case. Writer contact dealership 45472 spoke with Service manager Tom who explained that they have test drove and research though Chrysler nothing is wrong with system. Writer explained this to customer, customer being irate. Customer states that he has involved a lawyer and they have sent in documents. Writer informed customer we could no longer work with him. Supervisor call completed.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT9 | EC[redacted] | ***Open Date*** | 11/07/2013 | ***Built Date*** | 08/20/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 11/17/2013 | ***Mileage*** | 89 | ***Dealer Zone*** | | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | |
|---|---|---|---|---|
| ***Owner*** | [redacted] | | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | APT 1212 | ***Home Phone*** | ([redacted] |
| | HONOLULU HI[redacted] | | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Lamps and Switches - Other - Default | seek to change forward collision warning to on |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Forward Collision warning
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
the FCW system in my vehicle indicates either 'OFF' or 'available', the dealer is unable to get the system to be turned on, how can the FCW bechanged from 'available' to 'ON'? who does the dealer need to contact to resolve this issue?
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Unfortunately, we are unable to provide technical assistance. You may contact your local dealership for further assistance, or you may refer to the vehicle s Service Manual.
Service Manuals provide all the information technicians need to diagnose, troubleshoot, maintain, service and repair Chrysler Group vehicles. You can call Tech Authority to purchase Service Manuals at 1-800-890-4038.
You may also order Service Manuals online at www.techauthority.com
The dealership may also contact their business center for further assistance.
We do apologize for the inconvenience.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ6 | EC[redacted] | ***Open Date*** | 11/08/2013 | ***Built Date*** | 06/06/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/21/2013 | ***Mileage*** | 2,200 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 45598 | CLOVIS CHRYSLER DODGE JEEP RAM | | | |
| ***Dealer Address*** | 395 W HERNDON AVE | | | | |
| ***Dealer City*** | CLOVIS | ***Dealer State*** | CA | ***Dealer Zip*** | 3612 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | CLOVIS CA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | ongoing system failure |
| Corporate - Survey By-Pass - No Response - Default - Default | |

****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
Customer states he is having ongoing intermittent issues with the radio and front end collision system. The customer states the radio head unit is on order and he would appreciate assistance in obtaining it faster. Customer states the dealer has been wonderful, but he s getting frustrated. Customer stated he has an appointment for service tomorrow, 11/9. CM stated she will contact the dealer to see if expediting the radio is necessary and to discuss a recent TSB 08-076-13 (RRT13-072) to see if they may apply. CM alerted the customer to open recall N58 and stated she will e-mail her contact information to the customer at r[redacted]com. CM also stated she ll follow up with the dealer regarding diagnosis on 11/11 and then contact the customer at [redacted]
CM contacted PA Joe who states he doesn t have an order for a radio and transferred the call to SA Michael who states he doesn t have an appointment scheduled for the customer. SA stated he will call the customer (CM confirmed the contact number) and schedule an appointment for the recall and any flash updates, if a new radio is needed, SA agreed to contact CM if there is a back order.
Status update provided via email to the following email address:
[redacted]
Good afternoon,
Thanks for contacting me regarding the concerns with your 2014 Grand Cherokee SRT.
I spoke with Michael in Service at Clovis Chrysler and he said said he s going to give you a call to go over all of your concerns, including the

open recall on your vehicle.
Michael agreed to call me if he needs any parts expedited. In the meantime, I ll still check in with him regarding the diagnosis on 11/11.
If you have any additional questions or concerns, feel free to contact me at the number below or by responding to this message.
Thanks for your patience and for driving SRT!
Bridget - Case Manager - SRT Customer Assistance Center
855-525-5085, ext. 4720258
End of Status Update
CM spoke with SA Michael who confirmed the customer brought the vehicle in on 11/9 - recall N58 was completed and the radio software updates appear to have corrected the freezing issues.
CM left voicemail for customer regarding satisfaction, stating the CAIR will close in two days with no contact. CM provided contact information, office hours and the CAIR number.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer left voicemail stating the radio is still freezing and he would like the radio replaced.
SM Khalid states he is working with an engineer to determine if the radio needs to be replaced based on the stored codes. SM states he has been working with Mrs. [redacted] to schedule another attempt at diagnosis, she has not replied at this time. SM states if the radio does need to be replaced he has a replacement unit available. SM states the customer will be provided a rental vehicle at no charge.
Status update provided via email to the following email address: [redacted]
Good afternoon,
I m so sorry you re still having issues with your radio. I spoke with Khalid, Service Manager at Clovis. He s been working with an SRT engineer to determine whether or not the radio needs to be replaced. He s very concerned that this repair fixes any and all issues you ve been experiencing.
Khalid said he has a radio in stock if it is determined it needs to be replaced and he ll be happy to install it at the recommendation of the engineer. He d then like to test drive your vehicle for at least a day to confirm the repairs are satisfactory.
You ll be provided a rental vehicle at no charge for the duration of the repair.
I hope this plan is satisfactory to you.
I appreciate your patience and look forward to hearing back from you. My understanding is that Khalid is working with Mrs. Corrente to schedule an appointment for diagnosis/repair.
Thanks again for driving SRT!
Bridget - SRT Specialist
855-778-8326, ext. 4720258
End of Status Update
CM left a message for SM Khalid requesting a call back.
CM left voicemail for customer on [redacted] requesting a call back if further assistance is needed. CM stated if the issues have been resolved, no call back is necessary, the CAIR will close on 12/5 with no contact. CM provided her contact information and the CAIR #.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJT5 | EC[redacted] | **Open Date** | 11/08/2013 | **Built Date** | 09/19/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 10/31/2013 | **Mileage** | 0 | **Dealer Zone** | 35 | WASHINGTON | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 45570 | COCHRAN CHRYSLER DODGE JEEP RAM | | | |
| **Dealer Address** | 110 ROUTE 908 UNIT C | | | | |
| **Dealer City** | NATRONA HEIGHTS | **Dealer State** | PA | **Dealer Zip** | 15065 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | E-MAIL |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | LEECHBURG PA[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Product Information - Default - Default - Default | |
| Corporate - Technical Assistance - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
forward collision warning with crash mitigation
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Comments:
i was wondering if you could tell me if my brand new v8 summit has forward
collision warning with crash mitigation / in my manual it says that to turn
it on and off that there is a button on the panel, as well as a button on the panel in the same spot for park sense, however, neither of these buttons are on my panel. They are located in the screen options where you can find them and turn them on or off but i do not have either button on my
panel and it says if your car is equipped, those buttons are on the panel.
So does my car have both of these or no? I thought they were standard on the v8 summit 14? My window sticker says it is on the vehicle but i found
it odd that the booklet says i d have the buttons on the button panel as well...when i do not...thanks! VIN 1C4RJFJT5EC[redacted]
VIN:
Mileage:
Servicing Dealer:
Title:
First Name:[redacted]
Middle Initial:
Last Name:[redacted]
Address 1:[redacted]

Address 2:
City: leechburg
State: PA
Zip [redacted]
Email: [redacted]
Home Phone: [redacted]
***** END OF CUSTOMER EMAIL *****
****** EMAIL ROUTED TO CCAC LEVEL 2 ******
################
The 2013 model Gr. Cherokee manual does not mention any button; however the 2014 model year manal does. It states:
'The forward collision button is located on the switch panel below the Uconnect display.
To turn the FCW system OFF, press the forward collision button once to turn the system OFF (led turns on).
To turn the FCW system back ON, press the forward collision button again to turn the system ON (led turns off).
################
Enabling And Disabling ParkSense
ParkSense can be enabled and disabled with the ParkSense switch. When the ParkSense switch is pressed to disable the system, the instrument cluster will display the PARKSENSE OFF message for approximately five seconds. Refer to Electronic Vehicle Information Center (EVIC) in Understanding Your Instrument Panel for further information.'
WRITER UNSURE IF BUTTON SHOULD BE ON 2014 MODEL OR NOT; ASSIGNED TO 82K FOR REVIEW WITH ENGINEERING
*82K*
Agent is currently waiting for additional information to be provided by 82K.
11/14/13 Sent email. Waiting for a response.
Agent is currently waiting for additional information to be provided by 82K.
Agent is currently waiting for additional information to be provided by 82K.
Dear Amanda:
Thank you for contacting the Chrysler Customer Assistance Center. According to available information, there was a mid model year change that eliminated the hard buttons from this model vehicle.
Thanks again for your email.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
1/8/14 Obtained the following information, which may be related to the customer s concern.
Technical Service Bulletin
NUMBER: 08-003-14
GROUP: Electrical
DATE: January 07, 2014
SUBJECT:
Integrated Center Stack Missing Buttons
OVERVIEW:
This bulletin involves replacing the integrated center stack (ICS) bezel.
MODELS:
2014 WK Grand Cherokee
NOTE: This bulletin applies to vehicles built on or after July 20, 2013 (MDH 0720XX)
and on or before October 7, 2013 (MDH 1007XX) Summit Edition (AAU) equipped with Front & Rear Park Assist (sales code XAG) and Forward Collision Warning (sales code LSR).
SYMPTOM/CONDITION:
Summit Edition (sales code AAU) vehicles built with incorrect ICS, missing buttons for
Front & Rear Park Assist (sales code XAG) and Forward Collision Warning (sales code
LSR).
The customer will need to refer to their servicing dealership to

determine if their vehicle and the concern that they are experiencing is related to this Technical Service Bulletin.
**Note - The build date for this vehicle is 9/19/13. Our records indicate this vehicle was equipped with AAU, XAG, and LSR.
Reassigned file back to ALM30 for proper handling.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG0 | EC[redacted] | ***Open Date*** | 11/14/2013 | ***Built Date*** | 04/04/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/16/2013 | ***Mileage*** | 10,587 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 45136 | TRI STAR CONNELLSVILLE, INC. | | | |
| ***Dealer Address*** | 704 NORTH PITTSBURGH STREET | | | | |
| ***Dealer City*** | CONNELLSVILLE | ***Dealer State*** | PA | ***Dealer Zip*** | 15425 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | UNIONTOWN PA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Referral - Other - Default - Default - Default | Directed to dealer to reveiw concerns |
| Recall - N58: REPROGRAM INSTRUMENT CLUSTER & ABS / ALT. GROUND - Advise Owner/Incomplete Recall | OPen Recall |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default | uConnect Media Center concerns |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
computer issues with 2014 Jeep Grand Cherokee
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchase the car on May 16, 2013 and 1 week later tire pressure light on dealer had to put in new sensor. From August have had multiple issues with computer, blind spot not working, navigation/radio freezing, brake warning light flashing, bluetooth not working, steering wheel and seat heater automatically came on, wiper sensor not working, speedometer changes from from solid numbers to something different. Had car to dealer 4 times to fix this problem. I am going again for the 5th time on November 15 2013. I paid $50,000.00 for this car and I feel the safety of this car is a very big issue. When the computer malfunctions you need to stop the car, shut it off, get out and walk around then get back in to clear everything. Works for awhile and acts up again. Definitely is a computer issue and 5 times for service for the same problem is a little ridiculous. I am more at the garage than I am driving the car. Please help with this problem. Very concerned for the safety and performance of this car. I feel that at some point the car will break down and I will be stranded someplace. Unacceptable to have service done 5 times for the same problem. I would appreciate immediate attention to this problem.
***** END OF CUSTOMER EMAIL *****
Dear[redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting the Service Manager at your authorized dealership to review your concerns. Additionally, our review of your vehicle history shows that the dealership has been in contact with our Technical Operations Team about your vehicle, as well you have an open recall that may address some of the concerns.
Thanks again for your email.
Sincerely,
Steve
Customer Service Representative
Jeep Customer Assistance Center
***** END OF CAC EMAIL RESPONSE *****

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJT1 | EC[redacted] | **Open Date** | 11/21/2013 | **Built Date** | 04/20/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/19/2013 | **Mileage** | 3,030 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 66325 | BAYSIDE CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 21219 NORTHERN BLVD | | | | |
| **Dealer City** | BAYSIDE | **Dealer State** | NY | **Dealer Zip** | 11361 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | BAYSIDE NY[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Reverse Camera - Defective - Default | Camera not working properly. |
| Product - Electrical - uConnect Cellular System - Other - Default | Issues reciving text messages. |
| Corporate - Survey By-Pass - Default - Default - Default | Speakers cracking. |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default | Speakers cracking. |

Briefly summarize why the customer is contacting Chrysler: Customer called stating that since the vehicle was bought he s had an issue with receiving text messages and with the rear camera. Customer stated he s taken the vehicle into the DLR 3 times for the issue. Customer stated now his speakers are cracking and he does not listen to the music loud and when a text message does come up it will come in over and over. Customer stated he really loves the vehicle and would possibly like a new one, agent advised she can look into that for him. Agent contacted DLR, was unable to speak with SM Jay, agent left a message to have him call back. Agent informed customer and advised she will be in contact with him once the SM calls back, customer agreed.
Briefly summarize what the customer is expecting: Customer is seeking a replacement vehicle.
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? (Owner/Dealer/IRF) Customer
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.
***Elisabeth Doyle with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct

them to contact Elisabeth Doyle at 888-542-7239, extension 2171. Thank you. ***
I called and talked to customer and was told his back up camera does not work properly, his trunk wont open, the abs light comes on then the brakes lock up, his text messaging will come up several times on the radio, the radio turns off when he gets a text and the front right speaker is cracked. Customer stated he also wants to know how to turn the text messages off of his computer screen so other people cant see them. Customer stated he has a blackberry with Verizon service. Customer asked me to make an appointment for him to drop it off at the dealership on 12/3 Tues because he is going out of town and wont be able to take it in until he gets back. Customer stated he is scared to let him wife drive the vehicle and is asking for a replacement. I let him know a replacement was not being offered at this time but I would be happy to repair the vehicle if he can take it in for service. I let him know I could get TAPS involved. I will follow up with customer after I make the appointment to let him know it was set up. Customer will need a rental and requested he get a Jeep product. I let him know I couldn t promise I could get him a Jeep but I would try my best.
I talked to SA Sheng and was told the customer had a new radio come in on 11/15 but he was not sure if they had installed it yet or not. SA stated he will contact the parts department to see if they still had his radio in. SA stated customer had the recall N58 done on the vehicle 11/13. SA set an appointment up for the customer to bring in the vehicle 12/3 at 10am. I let him know I would follow up with him on 12/4 and see that the vehicle came in and get diagnosis from him. I also let him know I would cover the rental for the customer from the 12/3 appointment.
I called customer and let him know I set up the appointment for 12/3 at 10am as he requested. Customer gave me his email address as [redacted] to send him my contact info since he was not able to write down my contact #. Follow up with customer on 12/2 to remind him of his appointment.
Status update provided via email to the following email address:
[redacted]
this is my contact info if you need to reach me.
888-542-7239 ext 2171
thanks Beth
End of Status Update
I talked to customer and was told he wanted to update me on the issues he had over the weekend. Customer stated he has intermittent no start issues when its cold, while driving the radio s volume went off and would only come back on when he restarted the vehicle. gps time of travel not correct always said 1 min travel time, passenger window came down but wouldn t go back up all the way and the trunk wont open even with a key. He will take it in for appointment tomorrow.
I called and talked to SA Jay and was told the customer dropped off the vehicle on 12/2. He told me they were looking into 7 different issues then rushed off the phone because he was busy. I will follow up with customer today
I called customer and let him know I called the SA and asked if he had a rental and he stated he picked up a rental 12/3 when he dropped off his vehicle. I let him know after I got an update and diagnosis I would follow up with him. Customer stated he is working with SA Sheng
Sheng called from the dealership (66325) and stated that the customer is going to be in need of a rental extension for two day rental just in case. He stated that they are hoping to have the vehicle repaired by Tuesday at the latest. They are working on diagnosing the other concerns from the customer but did agree that the back up camera does turn blue. Agent advised that she would send this up to the rental department for consideration
-LVM for customer, advising assigned case manager not available on today. Included my contact information.
Called customer and confirmed that the customer is still having Window/ Bluetooth issues with his vehicle, ***follow up on Wednesday***
Customer LVM stating he picked up his vehicle and is still having issues with the window. Customer stated his trunk is working good but he was not

sure of the gps since he has not used it yet.
I LVM for customer to return my call.
I called customer and he stated the window is still not closing all of the way and he can still hear and feel the wind coming in. Customer also stated that his vehicle has the automatic braking sensor is slowing his car down when he is beside a car that is in the lane next to him. Customer asked me if it was normal and I let him know I was not sure but asked him to bring it up when he takes his vehicle back in for the window repair. Customer requested I set up an appointment for him at the dealership for Tuesday to drop it off. Customer stated he needs a rental car. I let him know I would call the dealership 12/13 and get back to him about the appointment.
I called SA and requested customer bring his vehicle back in for service on Tuesday 12/17 to drop it off. SA stated that was fine. I asked if he would have a rental car ready for the customer to use and he stated that was fine too. SA stated he had heard from the customer a couple of days after the repair but he had not brought the vehicle back in yet. I offered TAPS and SA declined stating they were OK. I let him know if he did need TAPS to call me and I would be happy to set it up for him. SA stated if customer could drop his vehicle off before 2pm then he could have a Technician talk to him about how the Automatic braking system in the car works since he had questions about it.
I called customer and let him know that SA said he could drop the vehicle off Tuesday 12/17. Customer agreed and stated he would drop it off for them to repair the window. I let customer know that if he could drop it off or pick it up before 2pm he could get some info on how the Self braking system works. I let the customer know I would follow up with him Tuesday 12/17 after I contacted the SA for an update
LVM asking SA Sheng to return my call regarding customer s vehicle. I will follow up with SA and customer 12/18
Customer LVM stating he picked his vehicle up and the window is still not fixed. I will call SA and customer 12/18
I called SA Sheng and was told the window switch was replaced and the window was fixed. I got RO info and was told customer was in the approved rental from 12-3 - 12-9 for the first repair and 12-16 - 12-18 for the second repair. Customer had the rental a total of 9 days. Authorized customer to be placed in a CDJ Rental at $35 per day while vehicle is in for Service, which does not include Insurance or gas for 9 days. SA stated the customer did call him 5 minutes after leaving the dealership this morning stating the window was still not fixed. SA stated he asked customer to bring the vehicle back so they could look at it real quick and the customer told him he had an appointment this morning and didn t have time. I let SA know I would call the customer and ask him to take it back in. SA stated it may be fixed by rolling it down then back up. I let SA know I would suggest that to the customer then if it didn t work I would ask him to take it back. I updated RO info
I talked to customer and was told he is frustrated that his vehicle s window is still not fixed. I apologized for the customer s frustration with the issue. I let customer know that they replaced the window switch and cleaned off the sensor that slows his car down if it s too close to vehicle in front of him. Customer stated he keeps his car clean and didn t understand how it was dirty. I let customer know that the dealership was willing to look at his window for him to see why it s not working properly. Customer stated he could take it back in today in 20 minutes but only had 30 minutes to spare so if it would take longer than that to fix it he would need a rental. I let customer know that was fine and I would be happy to call the SA Sheng and let him know he was coming back in and would need a rental if it would be longer than 30 minutes to fix it. Customer thanked me. I told him that I would follow up with him after calling the SA.
I called SA and was told customer could bring in the vehicle and they would look at the window and show him where the sensor was so he could clean it if needed. I asked him to give customer a rental if it took longer than 30 minutes and he agreed.
I called customer to update him and was told he is at the dealership now and is picking up a rental to take because they need to keep it for

longer than 30 minutes. Customer stated if when he heard back from them he would call me to update me. I let him know I would follow up with SA and update him when I heard something.
****** Following Corporate Resource has been contacted ******
TAPS
on 2013-12-18 @ 11:51
LVM for SA Sheng letting him know I opened the TAPS case to assist him with the window motor. I left my contact info incase he had any questions or update.
I called SA Sheng at Bayside CJD and was told his technician was too busy and would get to the vehicle tomorrow. I let him know I opened the TAPS case and would like them to work with TAPS to make sure it is fixed this time because the customer is requesting a replacement.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
I called service department and was told SA Sheng was unavailable but they would take a message and have him call me back. I left my contact info.
SA Sheng called me back to let me know they changed out the window motor and the vehicle was repaired and returned to customer on 12/20. I thanked SA and got RO info. I will follow up with customer
I LVM for customer to return my call and let me know how the window is working after the repair. I will follow up with him if no call back by 12/30
LVM for customer asking him to call me back to confirm his repair by the end of today 12/30. I let him know if I did not hear back from him I would close the case but if he had any of the same issues in the future he can call me back. I left my contact info
I talked to customer and he stated the vehicle is still having issues with the sensor that detects vehicles in front of it. Customer states the vehicle brakes even when no vehicles are around it. Customer also stated the controls in the steering wheel for volume and the radio presets don t work and when he sets up his preset radio stations on the radio then restarts the car it erases them. I asked customer when he could take it back in for diagnosis and he stated he could not take it back in until next week. I let customer know I would contact the dealership on 1/3 and call him back with the appointment day and time 1/3. Customer requested the appointment be set for 1/6 or 1/7. I will follow up with customer on 1/3
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
I called SA Sheng and let him know the customer is still having issues with his sensor for the auto brake on his vehicle. SA stated he could bring it in Tuesday 1/6 in the morning. I asked him to give the customer a rental. SA agreed and stated he would take care of it. I will follow up with SA 1/6 for diagnosis.
I talked to customer and was told that he is tired of having to take the vehicle in for repairs. Customer stated he does not feel like the SA or service department really care about the customers or if the vehicle is fixed properly. Customer asked who he could contact to complain about the dealership. I let customer know I would contact the AM for him but I was unable to give him contact info. Customer stated he wanted me to file lemon law for him and I let him know he would have to pursue that on his own. Customer stated he is worried about his family s safety with this vehicle since it is braking on it s own due to the sensor malfunctioning. Customer is angry that SA told him the issue was due to his vehicle being dirty when he has the vehicle detailed and cleaned once a week and he knows that is not the issue. I apologized to the customer and let him know I would contact AM for him. Customer stated he would drop off his vehicle Monday afternoon so they could have it to fix on Tuesday morning. Customer stated he wanted a replacement due to too many repairs. I let customer know I could not promise a replacement but that TAPS is working with the Service department to fix his vehicle. I let customer know I would follow up with him 1/7 and asked him to call me if he had any when he dropped it off.
TAPS Karem called me to let me know that the vehicle the service

department called him on is a used vehicle. He asked if I wanted him to close out the case and I asked him to let me talk to the customer first.
I will email Karem after I get an answer for him.
The previous not was not for this case.
I talked to SA Sheng and was told the customer never brought his vehicle in for his appointment 1/6. I let him know I would contact the customer and find out why he never took it back in.
I talked to customer and he stated the roads were too icy for him to take his vehicle in on 1/6 but he will take it back in on 1/13 for repair. I asked him to follow up with me after he drops it off so I can talk to SA and get a diagnosis. If I don t hear back from customer before 1/14 I will follow up with him then the SA to see if vehicle was dropped off.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
I called and asked for SA Sheng and was told by SA Adriana that he was busy. I left a message for him to call me back regarding the customer s vehicle and repairs. I left my contact info
I LVM for customer to find out if he was able to take his vehicle back in for service. I left my contact info
I talked to SA Sheng and was told the customer never brought his vehicle back in for service. I will follow up with customer on 1/16 if I don t hear back from him by then and give him 7 days to take his vehicle back in for diagnosis and repair for his sensor for auto braking. *****
I LVM for customer asking him to contact me when he has taken his vehicle back in for repair. I will call SA and if no appointment is made I will close out the case until customer takes his vehicle back in for service.
I called SA at Bayside CJD and was told customer has not made an appointment or come back in yet. I will close the case until customer calls back with vehicle in shop. SA stated he thought the customer would just trade out of it anyway.
Customer states that he never took the vehicle back to the dealership because he was frustrated with the issues of the vehicle and the dealership. Customer states that he is done with this vehicle and wants out of it. Customer states that he is trying to get a rental but customer was informed by the dealership that we would have to contact the dealership and possible help with the rental of the vehicle. Customer states that he is still having issues with the vehicle and was informed by his CM that if the issues were not resolved that he was to contact the CM and the CM would further assist the customer with getting out of the vehicle. Agent informed the customer that the agent would try to contact the pervious CM ED630 and speck with her regarding the customer s issues with the vehicle. Customer states that the radio still shuts off all the time, the alarm will go off and will not shut off, the door panel on one of the doors is coming off, a loud noise is coming from the roof, the brakes will activate without warning, the Nav system loses memory and gets stuck on the 1 minutes time frame of when the customer should arrive somewhere. Customer also states that the uconnect system will freeze, and repeat it self when the customer is on a call, other times the system will just shut off. Customer can not access the heat, air conditioning or the radio because the uconnect system always shut off.
Agent contacted 888-542-7239 and was informed that the pervious CM is no longer with that department; a new CM will have to be assigned to the case. Customer s vehicle is at the dealership right now, customer needs someone to handle the loaner bill, handle the case with the issues with the vehicle. Agent was informed that a new CM will be reassigned the case and the customer will be contacted tomorrow morning.
>> Opened new CAIR and I2R Case [redacted] to further assist customer.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT6 | EC[redacted] | ***Open Date*** | 11/23/2013 | ***Built Date*** | 01/24/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/24/2013 | ***Mileage*** | 4,402 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60262 | STATELINE CHRYSLER JEEP DODGE, | | INC. | |
| ***Dealer Address*** | 800 GOLD HILL RD | | | | |
| ***Dealer City*** | FORT MILL | | ***Dealer State*** | SC | ***Dealer Zip*** 29708 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | CHARLOTTE NC[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Recall - N58: REPROGRAM INSTRUMENT CLUSTER & ABS / ALT. GROUND - Reoccurance or Related Problem | query on new warning message |

Briefly summarize why the customer is contacting Chrysler: Customer reports that he had the N58 recall reprogramming done yesterday. Customer states that now he isgetting a new warning message pertaining to his Forward Collision Warning system.
Briefly summarize what the customer is expecting: Writer informed customer that there will be a new Grand Cherokee recall pertaining to the Forward Collision warning system and letters will be sent starting November 27.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT7 | EC[redacted] | ***Open Date*** | 11/23/2013 | ***Built Date*** | 03/22/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/15/2013 | ***Mileage*** | 8,055 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 68954 | FUCCILLO CHRYSLER OF NELLISTON INC | | | |
| ***Dealer Address*** | 6460 STATE HIGHWAY 5 | | | | |
| ***Dealer City*** | NELLISTON | ***Dealer State*** | NY | ***Dealer Zip*** | 3410 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | LITTLE FALLS NY [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Recall - N58: REPROGRAM INSTRUMENT CLUSTER & ABS / ALT. GROUND - Dealer Delayed/Refused Appointment | Customer concerned Dealer cannot conduct repair. |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |
| Recall - N58: REPROGRAM INSTRUMENT CLUSTER & ABS / ALT. GROUND - Advise Owner/Incomplete Recall | |

Briefly summarize why the customer is contacting Chrysler:
Customer states they are going on a 500 mile trip on 11/26 and are concerned with recent vehicle performance. States they were 30 feet from another vehicle when the abs/emergency warning system kicked in and braked the vehicle. Customer states they feel this is in relation to recall N58 and sought the assistance of an authorized Dealership only to be told the updated software was not available. Customer seeking clarification.
Briefly summarize what the customer is expecting:
Agent reviewed inquiry with TL LA who advised issue was under investigation and to advise Customer to stay in touch with Dealer and CAC for any further assistance. Additionally advised they may drive vehicle as normal so long as their dash is not showing any warnings. This information was conveyed to the Customer who will continue to monitor the situation. No further action required at this time.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG2 | EC[redacted] | ***Open Date*** | 11/26/2013 | ***Built Date*** | 05/10/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 06/20/2013 | ***Mileage*** | 6,110 | ***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*** | 68669 | TOWNE CHRYSLER DODGE JEEP, INC. | | | |
| ***Dealer Address*** | 5130 CAMP RD | | | | |
| ***Dealer City*** | HAMBURG | ***Dealer State*** | NY | ***Dealer Zip*** | 14075 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | ORCHARD PARK NY 1[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Electronic Vehicle Security - Other - Default | Alarm triggered on 2 occasions - emails received |
| Product - Air Conditioning / Heater - Auto Temp Control System - Other - Default | Control does not lower the temperature /continue to blow hot |
| Product - Brakes - Unknown - Other - Unknown | Emergency sensor activated, slowed vehicle without cause |
| Product - Body / Trim / Paint Finish - Seat Belts - Defective - Default | Front passenger locks when leaning forward |
| Corporate - RRT - Default - Default - Default | will complete RRTs 13-071, 13-066 |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |
| Product - Electrical - Navigation System - Complete Failure - Default | |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default | |
| Product - Electrical - uConnect Cellular System - Phone pairing issues - Default | |
| Recall - N58: REPROGRAM INSTRUMENT CLUSTER & ABS / ALT. GROUND - Advise Owner/Incomplete Recall | |

***Enhanced Customer Satisfaction Team****
Owner is being handled by the Enhanced Customer Satisfaction Team. Warm transfer customer to 866-275-1420.
***Enhanced Customer Satisfaction Team****
Owner is being handled by the Enhanced Customer Satisfaction Team. Warm transfer customer to 866-275-1420.
Dealer code: 68669
POC Name: Rob/SA
POC number/ email: [redacted]
Current mileage: 6,110
Customer name: [redacted]
Customers concern: Navigation speed limit posted different what is

posted on signs, radio needs to be recalculated, night mode does not come on automatic for navigation customer has to manually dim the screen, cell phone doesn t keep other phones paired only the primary, front right passenger seat belt locks when leaning forward.
Is customer in rental: yes
Is customer waiting: no
All customer contact numbers [redacted] home [redacted] cell
Best time of day to contact customer: home
Dealer diagnosis (if completed): No. Writer confirmed with SA that dealer is welcome to start diagnosis; however, repairs are not to be started until confirmed with TS.
****** Following Corporate Resource has been contacted ******
TAPS
on 2013-11-26 @ 15:03
Status update provided via email to the following email address:
talks.with[redacted]t
Hello, Mr.[redacted],
My name is Gardner and I have been assigned as your Customer Advocate. Below is my contact information.
Enhanced Customer Satisfaction: 800-763-8422 ext. 66273
Case #:[redacted]
Office hours: 11:00 AM EST - 7:30 PM EST, Monday-Friday
Gardner
Customer Advocate
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Left message.
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted] FOR INFORMATION
CA to follow up with customer Wed, 11/27.
Customer Advocate contacted customer,[redacted] regarding status of issues and left VM. Diagnosis continuing and will update by EOB, Mon 12/2.
Contacted customer to brief on status of repairs. Navigation speed inconsistant with actual posted speed limit. Located on multiple streets and not just one highway. Needs to have vehicle diagnostic for speed limit issue. Rob, SA. Contact to determine status at dealership of update for speed. Needs to have traction on rental vehicle with Enterprise. Passenger front seat belt locks up prematurely. Dealership states designed when seat is fully pushed back.
Use below numbers for response.
[redacted]
Follow up with customer on Tues, 12/03, EOB. Wednesday or Thursaday for vehicle drop off.
Needs SUV for Medical Service dog.
CA contacted SM and left VM regarding nav system and passenger side seat belt. Follow up 12/5 if has not returned call.
CA spoke with customer. No new information at this time. Will call by EOB 12/5.
CAIR ESCALATION CLOSURE
SEE STAR CASE#[redacted]8 FOR INFORMATION
Customer stated the closure of Escalation was done before completion of repairs.
- Brake Warning on Navigation System prematurely and unnecessarily engages.
- Documentation to be provided via mail to customer.
- iPhone 4, iOS 7 - Raul
- iPhone 5, iOS 7 Sandra s Pairing disappears upon leaving vehicle.
- Passenger side seat belt locks up with any motion, set up for child car seat
- Nav System still showing incorrect speed vs posted.
Follow up with dealership Fri, 12/6
Dealership closed. Follow up with dealership no later than mon, 12/9
Follow up with dealership 12/11.
Service department closed. Left VM for Rob, SA for return call on

customer issues.
Rob/SM contacted CA regarding issue with vehicle. Continues to have speed showing incorrect on nav system vs posted speed limit (NavTech), passenger seat belt locking on passenger side, uConnect pairing (should have been handled by last update), proximity braking system engaging and documentation from previous work done on vehicle. Contacting customer to have vehicle come in Tuesday, 12/17. Other date available rest of week. Contact SA to confirm date.
CA contacted customer to set up appointment Wed., 12/18. Schedule follow up with customer on Thur, 12/19. Need SUV for lender. Confirmed with SM on appointment date.
dUE TO PREVIUOS HISTORY WITH THIS OWNER AND HER OTHER VEHICLE CONCERNS from other dealerships and the note added to the first cair that she is aware of ways to gain additional compensation for minor concerns - Area manager advised the dealership when vehicle is brought in for appoinment they prior to anything else need to verify the concerns and to compare operation with a like make and model with the owner present. If the concerns can not be duplicated by owner or dealership no repairs attempts to be made. The seat belt complaint is the seat belt locks the passenger into place and not the opposite and by description it appears to be operating as designed - dealer to compare to like make model and equipment with owner.paf
CA contacted Rob/SM regarding vehicle and any repairs made yesterday, 12/18. SM was out of office. Need to discuss AM notes in CAIR, 12/13. Current mileage is 6786. Seat belt operation in two different vehicles shown to owner and then current vehicle. Fully explained proper usage of seat belt. Dealer copied Forward Collision Warning system portion of owners manual and discussed warning may be triggered by guard posts and traffic signage. Test drove vehicle and found speed information correct and speed changing properly as different roads where taken. Chris Gallson / Parts and Service at dealership did an outstanding job with customer explaining issues owner felt were not performing up to design standards. Following up with customer to discuss explanations of vehicle design and how to operate correctly.
CA contacted customer to discuss vehicle is operating within design. Customer stated he was not offered rental. Spent 2-3 hours at dealership. Service person showed FCW explanation in owners manual. Seat belt tested with other vehicles and found no issues and unable to replicate. Service originally stated new seatbelt mechanism could be ordered for replacement. Dealer then went through process to insure customer knew how to correctly use seatbelt and avoid locking up. Make appointment with dealership for Mon, 12/23, late morning or early afternoon. Both Mr. and Mrs [redacted] will be at appointment. Mrs. [redacted] states she will be able to replicate issue. Mercado s would like to have documentation for last visit. Looking for paper trail.
CA spoke with SM/Rob regarding appointment for Monday, 12/23, late am to late pm. Confirmed only seat belt was to be evaluated. All other issues have been addressed by CA during call with Mercado s on 12/19. SM created work order for activity with Mr. Mercado s visit on 12/19. Sent in mail 12/20.
CA contacted [redacted] to confirm appopintment for 12/23. Left VM confirming appointment and follow up no later than 12/26.
Caller, Agent Stephanie from Uconnect Care Team. Agent Stephanie stated that the customer made a call using the 911 feature on the vehicle and now the vehicle s alarm system keeps engaging. Agent advised Stephanie that the customer will need to have to take the vehicle to a Chrysler dealership for more assistance. Stephanie provided agent with the VIN so the concern could be documented.
Customer called again trying to get the issue in lines 133-135 resolved. Agent advised customer that she will have wait until Monday to take her vehicle to a dealership. Customer very upset with the vehicle stating they cannot even go Christmas shopping now. Agent apologized to customer and informed her that she would get a call from a CM in one business day. Phone: 716-713-9332
Rob/SA called to speak with the CA
Last weekend customer used 911. See lines 133-138. Everytime door locked,

alarm system goes off. Rob / SM at dealership called for approval to proceed with diagnosatic. Will contact CA upon completion.
Rob/SA requested CA to call back.
SM contacted CA to provide diagnostic on vehicle and calling with results. Replacement part for alarm system part will be in for repair of vehicle Friday, 12/27. Will contact AM due to note in lines 92-102. SM will call back 12/26.
CA contacted customer to discuss issues from last visit to dealership 12/24. See lines 134-144. Alarm system was going off due to sensor on engine hood causing anti theft alarm to go off. Part due in Friday to fix alarm system. Went in on appointment on Tuesday, 12/26. SM able to get seat belt problem replicated. Vehicle at dealership. Should be worked on Fri, 12/27. Follow up with customer Fri, 1/3.
Agent attempted to contact dealer Service Manager Robert, however, SM not available. Left message for a return call at extension 66355
Writer contacted customer and spoke to both Mr and Mrs [redacted] and was advised that vehicle has been in customers position and still no repairs have been completed regarding the seat belt on the passenger side that locks. This has been brought up to the dealership from day one of ownership and there has been no fix offered, Customer is also concerned with the inadequate information from the navigation system and that customer is being advised it is a issue with Navtech and not manufacture. Writer advised that tech support will be requested through dealership and that ECS will continue to support customer and offer maintenance contract for inconvenience. Customer is requesting that when rental is pursued it is imperative that customer is offered a SUV per location and weather conditions. Writer advised that CM GB535 will be instructed to set up appointment with dealership to have tech specialist involved and rental provided and that customer will receive follow up on 1-8-14.
CA contacted Rob/SM regarding customer s concern of seat belt locking when fully extended. Service Manager will return call. Out of dealership. Contacted SM. Left VM.
Having been driving van for last day. Mrs [redacted] unable to test drive due to illness. Follow up after test drive on Monday, 1/13. Set appointment to schedule to get Mrs. [redacted] and vehicle into dealership.
CA contacted customer to discuss results on seatbelt length problem. Found length in backseat seatbelt was 10' longer then in front passenger seat. Will follow up with customer by EOB Thurs, 1/16. Speak with Rob regarding seatbelt as part of seat or a seperate module. Follow up with SM to further discuss options and set up appointment for TAPS dealership visit.
Writer contacted dealership SM/Rob to receive update on status of vehicle seatbelt issue. Dealer has no further alternatives than a seatbelt extender for front passenger seat. Contacting Parts/TS to determine if extension installation possible. Customer does not want standard seatbelt extender.
Mrs [redacted] called to speak to customer advocate GB535. Writer warm transferred customer to customer advocate GB535.
Customer contacted CA regarding seatbelt issue and NavTech. Contact NavTech before speaking to Mercado s. Check on seatbelt replacement. Follow up on 1/23.
Rob/SM from dealership to discuss [redacted] s rental vehicle and entry of ECS approval in DM notes. Entered information in DM notes. Provided update to SM regarding next steps with Mercado s regarding issues.
Contacted dealership to determine if seat belt extension was a Jeep/Mopar part or after market. SM and PM at dealership unavailable. Follow up Monday, 1/27.
Status update provided via email to the following email address:
talks.with [redacted] t
Hello Mr. and Mrs. [redacted],
Due to some additional research being completed regarding your case, I will be following up with you Monday, 1/27/14. I apologize for the delay.
Gardner
Customer Advocate
Enhanced Customer Advocate
End of Status Update

Status update provided via email to the following email address:
talks.with[redacted]
Hello,
Unfortunately, the individuals I have needed to speak with over the last few business days have been unavailable. I would like to postpone our conversation until Wednesday, 1/29. I apologize for the delay.
Gardner
Customer Advocate
Enhanced Customer Satisfaction
End of Status Update
Status update provided via email to the following email address:
talks.with[redacted]
Hello Mr.[redacted]
Gardner is not in the office today due to personal issues.
I have researched the case and found that he is currently in the process of resolving issues with NavTech and a seat belt.
At this time I do not have any additional information to report. I apologize for any disappointment this may cause; however, I value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach us you may use the link provided in this email or call 800-763-8422 His direct extension: 66273.
Thank you.
End of Status Update
Writer contacted SM and was advised that replacement of seatbelts is not applicable due to seatbelts working as designed. SM advised that seatbelt extenders are in stock and they are made Chrysler. SM advised that there is nothing that can be done about navigation system since issue is with the app. itself and not the part.
Writer contacted Customer and left message advising for a follow up on Friday and if Writer is unavailable, no later than Monday.
Customer contacting to see about problem with the Remote start. Customer states they want it to heat and cool accordingly, customer states it does not heat but puts on defroster, and will not cool at all. Agent inquired if they have tried leaving the settings on that they would prefer prior to remote start, customer states they have. Customer states they need it for their Medic Alert Dog. Customer states their previous vehicle was able to, and feels their new vehicle should. Agent checked information accordingly with owner s manual p. 331 but could not find information. Agent attempted to go through personal settings on uconnect to determine how to set, agent contacted Uconnect CM and spoke with CM Tom who advised that the remote start only starts the fan 1 setting from being off with the remote start and there is not a way to change. Agent contacted DLR 45528 due to time zones and spoke with SA Terry, who advised it should heat/cool accordingly, and depending on if there are 2 remotes could not have settings in. Agent advised customer to bring into DLR and will be able to determine if there is something wrong, or if something needs to be adjusted. Customer is upset that they are having this issue with a simple request as well the initial problems they were having with the vehicle have not been resolved. Agent advised of follow up with AG1370 on Friday. Customer is upset, and has not even spoken with AG1370 at all, it was just passed on to him. Customer wants to be contacted by phone by GB535. Agent advised we could only document the request.
SA Rob called in to speak with CM IL502 who was not available so writer transferred call to 66039
VIN: EC190941
Dealer code: 68669
POC Name: Rob/SA
POC number/ email: Extension 215
Current mileage: 8533
Customer name:[redacted]
Customers concern(s): When using remote start the climate control is not remembering previous settings.
Is customer in rental: No
Is customer waiting: YES
Dealer diagnosis (if completed): None as of yet. Writer advised dealer is welcome to begin diagnosis, and TS will follow-up. Dealer not to complete

repairs until contacted by TS.
** Customer is no longer part of ECS program **
Writer contacted Rob/SA and advised dealer is welcome to proceed normally, vehicle is no longer part of ECS program.
**Customer is again part of ECS program***
Writer contacted the dealer 68669, 716-646-5200 ext 215; Writer left a voicemail for SA Rob advising of the customer returning to the ECS program as well as the repair status of the vehicle.
dealer closed unable to contact them.
Writer contacted the customer at [redacted]: The customer is stating that the front passenger seat belt is too small it locks her in leaning forward. It was determined that the vehicle has a seat belt that is too short. She is being told that the seat belt is the child restraint which the customer stated shouldn t be in the front of the vehicle. The customer stated that the climate controls for the auto start presets are not holding. The customer stated that the navigation speed limit posting is not accurate. The vehicle is not currently at the dealership the dealership completed a bunch of software updates that did not seem to work. The customer stated that she wanted writer to listen to a message left by a previous rep. Writer called the customer on her cell phone [redacted] Where an offer was made for the car payment reimbusment. Writer spoke to the customer who would like to speak about reuimbusment at the end of the case.
Status update provided via email to the following email address: talks[redacted]
My name is Ingrid; I am your Customer Advocate from Jeep Enhanced Customer Satisfaction Program.
Here is some information that will be helpful for you to have: Your case number[redacted]
Jeep Case Advocate telephone number: 800-763-8422
My Direct extension: 66079
End of Status Update
Writer advised the customer that we will speak to them no later then 1-13-14
Writer recieved a voicemail from SA Rob requesting a callback at 716-646-5200 ext 215 .
Writer contacted SA Rob at 716-646-5200 ext 215 left a message.
Writer spoke to SA Rob he stated that the seat belt is not long enough and is not allowing any movement. The preset only turns on the driver seat steering wheel and defroster to no matter what you leave it at 72 degrees, when the door is opened after remote auto start it will revert to presets. The navigation is not a software issue. The Navtec is seeing that as a lower speed limit.
Writer contacted SA Rob at 716-646-5200 ext 215 left message advised sending the customer in to have the seat belts looked at.
Writer also advised the SA Rob via voicemail that he will need to contact us per the ECS program.
Writer contacted[redacted] left message for [redacted] left message.
Writer [redacted]: The AC does not match the temperature setting properly. It heats up high and when turning it down it stays hot regardless of how much lower it goes. She has to turn off the vehicle. The customer stated that the collision warning comes on with no pending collision, ACC/FCA not working properly. The customer has an appointment on Wednesday.
Writer contacted SA Rob at 716-646-5200 ext 215: left message advising that the customer does have other concerns that will need to be addressed as well as the seatbelt which should only be tightening if the person jerks it too fast. As a precaution we just want to look at all of her concerns with the TS.
Writer contacted the customer at [redacted]; writer left a message advised calling in to confirm the appointment for today and if not able to keep it please contact writer back so we can discuss schedule another appointment.
VIN #: EC[redacted]
Dealer code: 32- 68669

POC Name: Rob/SA
POC number/email: 716-646-5200 ext 215
Current mileage: 6110
Customer [redacted]
Customer concern: Navigation System speed limit increase has not been updated. Screen flashes messages that the vehicle is exceeding speed limit, Radio/Spkrs/Clock/Antenna, uConnect Phone Pairing Issues,Seat Belts - Front passenger locks when leaning forward, Auto Temp Control System-Inquiry Control does not lower the temperature /continues to blow hot, Electronic Vehicle Security - Inquiry Alarm triggered on 2 occasions - emails received, Brakes- Inquiry Emergency sensor activated, slowed vehicle without cause
Is customer in rental: yes
Is customer waiting: no
All customer contact numbers [redacted]70
Best time of day to contact customer: not specified
Dealer diagnosis (if completed):
Remind the dealership to not proceed with repairs until contacted by a technical specialist.
Do you understand the ECS program and have you explained ECS to the customer: yes
Provide Cair # [redacted]
Caller Mrs Mercado requesting to speak with Case Manager.
transferred to nic IL502
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-02-19 @ 13:45
Writer received a call from the customer stating that the loaner company is only giving them a crossover that is too small. She is demanding a SUV writer advised it is based on availability. Writer offered to contact the dealer to see what we can do.
Writer contacted SA Rob at 716-646-5200 ext 215: left message stating that the customer us unhappy with the loaner and asked the dealer to call writer so we can discuss putting the customer into a different vehicle.
Writer spoke to Rob/SA. Writer authorized a non brand rental for customer. Larger vehicle needed to transport animals.
Writer contacted the customer at [redacted]; Writer advised that we left a message for the SA Rob to contact writer back regarding rental.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted the customer at [redacted] left message. Writer will be providing the update listed in STAR CASE# [redacted]
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted the customer at [redacted]0: Writer contacted the customer she requested that writer contact her at [redacted]0 within the next ten mintues.
Writer contacted the customer at [redacted] Writer explained that the seatbelt is long enough and within specs. The customer stated that she wants us to replace the seatbelts. Writer advised that the seatbelts working as designed at this time and we will not be replacing the seatbelt. The customer phone iphone SW is not compatible with the radio SW. Emergency sensor was the FCW warning going off prob. due to customer being too close to an object or vehicle. The could not duplicate the

issue. The customer s feel that the dealer has not tested driven this vehicle to determine if there is the customer stated that the twice it wasn t snowing and twice it was not. The customer would like to have a flight recorder on the vehicle. The customer stated that he is afraid that one day he is going to get into an accident when this goes off without anything causing it to go off. Can not find a common denominator. The hood latch replacement was completed again the customer is frustrated with this having to be completed again. Writer offered a car payment the customer does not have a car payment writer will look into MVP options for the customer.
The auto temp system isn t melting the ice off the windshield as it is supposed to the customer needs to be able to leave the AC running at idle at a cooler temperature in the summer and the heater running in the winter. Writer will look to see if there is a way the A/C heater can work without limitations on the remote start or the auto start. She stated that she has already tested this with SA Rob and he told her that it was not normal. The customer has the latest navagation updates. Writer will research and contact the customer back on 2/28/14.
Status update provided via email to the following email address:
talks.with [redacted]
To Change The FCW Sensitivity And Active Braking Settings With Uconnect 8.4/8.4A System Screen If Equipped
Follow these steps to set the FCW Sensitivity and Active Braking:
Touch the Controls soft-key located on the bottom of the Uconnect display.
Touch the Settings soft-key.
Touch the Safety & Driving Assistance soft-key.
Touch the FWD Collision Warning , Far or Near soft-key for your desired preference.
Touch the Active Braking On or Off soft-key.
NOTE: A check mark will appear in the selection box to indicate the setting.
To Change The FCW Sensitivity And Active Braking Settings With Uconnect 5.0 System Screen If Equipped
Follow these steps to set the FCW Sensitivity and Active Braking:
The default status of FCW is the Far setting and the Active Braking is the On setting, this allows the system to warn you of a possible collision with the vehicle in front of you when you are farther away and it applies limited braking. This gives you the most reaction time to avoid a possible collision.
Changing the FCW status to the Near setting, allows the system to warn you of a possible collision with the vehicle in front of you when you are much closer. This setting provides less reaction time than the Far setting, which allows for a more dynamic driving experience.
End of Status Update
Writer contacted the customer at [redacted] Writer advised that the remote start but I know if they have it in auto mode it will default temp to 72 degrees and maintain (adjust blower speed and temp output regardless of default settings). Writer also sent email about the FCW settings. The customer stated that it does not defrost his windows using auto start. Writer advised we will contact the dealer and advise.
Writer contacted SA Rob at 716-646-5200 ext 215: left message requesting a callback to discuss customer concerns about the auto start not defrosting the windows.
Writer did recieved two voicemail s from the dealer.
Writer contacted SA Rob at 716-646-5200 ext 215 left message requesting a callback to discuss customer concerns about the auto start not defrosting the windows.
Writer contacted SA Rob at 716-646-5200 ext 215 left message.
Writer recieved a voicemail from SA Rob
Writer contacted SA Rob at 716-646-5200 extension 215: SA Rob stated that the remote start with the auto heat/AC are working as designed including the auto defrost the colder the temperature it may take longer than 5 to 10 minutes to fully defrost the windows and heat the vehicle.
Writer contacted the customer at 716-646-1070; Writer explained the FWC system again as well as the autostart system are working as designed

writer advised that the FWC may have been too sensitive and they did turn it down as per Rob writer advised the auto temp should come on if the touch the handle as long as the key fob is on their person they will test that. They still disagree with the seatbelts and are seeking a second opinion.
The customer is requesting that the case remain open until contact back on 3-21-14, the customer stated that she is seeking a second opinon.
Status update provided via email to the following email address:
talks.with[redacted]
Mr and Mrs. [redacted];
I am contacting you to see if an appointment for your second opinion has been made regarding your 2014 JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY 4-DR. If no information has been recieved regarding your seatbelts or an appointment date has not been made I will need to close the case until one is made. I will follow up with you on 3-21-14 if not appointment or diagnosis has been made we will need to close the case
End of Status Update
Writer contacted SA Rob at 716-646-5200. SA stated customer hasn t scheduled appointment.
Writer contacted the customer at [redacted] Writer left voicemail for customer that case would be closed until customer is able to schedule an appointment with dealership.
CLOSED LOOP UPDATE - no need for additional follow-up.
CM called and spoke with MRS. [redacted] writer offer 1 payment on reimbursement customer decline customer has CM GARNER left message on recorder on offer 1 payment and 1 service contract customer has MVP customer wants 2 payments of reimbursement as per customer has MVP writer will send link for customer to send documents writer verified repair customer is satisfied with repair

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFDJ7 | EC[redacted] | **Open Date** | 11/27/2013 | **Built Date** | 06/08/2013 | |
| **Model Year** | 2014 | **Body** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 06/27/2013 | **Mileage** | 5,585 | **Dealer Zone** | 63 | DALLAS | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 67470 | DON JOHNSON MOTORS INC | | | |
| **Dealer Address** | 2101 CENTRAL BOULEVARD | | | | |
| **Dealer City** | BROWNSVILLE | **Dealer State** | TX | **Dealer Zip** | 78520 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | BROWNSVILLE TX[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Dealer Information - Default - Default - Default | Dealer location |
| Corporate - Rental Vehicle - Default - Default - Default | |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default | |
| Recall - N58: REPROGRAM INSTRUMENT CLUSTER & ABS / ALT. GROUND - Information Request | |

Briefly summarize why the customer is contacting Chrysler: Customer called in experience cluster blackout, illumination of multiple cluster warning lights and/or a loss of anti-lock brake system and wanted to know if she could take the vehicle to a different dealership other than the selling dealer. Customer was informed due to recall N58 the vehicle may experience the issue and advised the customer of incomplete recall N58 for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Briefly summarize what the customer is expecting: The repair get completed
Who has possession of the vehicle? Customer
Has an authorized dealer diagnosed the vehicle? No
If a CDJR dealer has diagnosed, what is the dealer name and code? 67470
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Customer email address for case updates [redacted]
Reassigned to: 88Y
* * * * * CASE MANAGER TEAM - District 1 * * * * * *
Customer was informed that writer will follow up on 12/02/13 to make sure the repair was completed to her satisfaction.
Customer was provided dealer location where the vehicle can be taken to complete the recall.
Status update provided via email to the following email address:
[redacted]

Estimada Sra Campos
Mi nombre es M nica y se me ha asignado su caso para resolver su problema.
Le informo que su n mero de caso [redacted]
El n mero de tel fono del Departamento de Atenci n al Cliente de Chrysler es: 1- 800-763-8422. Mi n mero de extensi n es: 66100.
Mis horas de trabajo son: 8:00 a 5:00 PM EST, Lunes a Jueves.
Yo le llamar de vuelta en cuanto haya conversado con el Gerente del Departamento de Servicio y verificado informaci n respecto al diagnostico de su veh culo. Le agradezco su paciencia mientras tratamos de resolver este problema.
De antemano le agradecemos el tiempo que tom en hacernos saber de este problema.
Atentamente
Monica
End of Status Update
Hello My name is Monica and I have been assigned as your case manager. Here is some information that will be helpful for you to have.
Chrysler case management telephone number 1-800-763-8422 and my extension are 66100. My work hours are 8:00 a 5:00 PM EST, Monday thru Thursday.
I will contact you when the vehicle has been taken in to the dealer for complete the recall N58 by telephone to review your case
Thank you
****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
Writer called dealer#67470 and spoke with SA Rudy who said that the vehicle is at the dealer. He said that the recall has been performed by the dealer. However, they performed the RADIO FLASH that did not work and they will replace the radio. He said that the radio is connected to the A/C and customer will not have the A/C for couple days until the part arrive at the dealer.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Writer called the customer and there was not voicemail set up.
Writer called dealer#67470 and spoke with PA Margie who provided the order# [redacted] and part#Z8190240AG. She said that the order took place early in the morning today 12/03/13 and it has been release from vendor today. She said that the order may arrive within two day. She requested to call her back tomorrow for further information on the part status.
956-203-1560. Writer called the customer and someone answered the phone indicating the customer was not at home and requested to call her back later. Left a message asking to contact the agent and provided the agent s direct extension.
Customer calling requesting to speak with CMIP500, writer transfer to EXT 66100.
Customer called in saying the vehicle is at the dealer waiting for the new radio install on her vehicle. However, customer has no alternative transportation until the part arrive at the dealer. Customer was informed that writer will provide rental car assistance for 5 days and writer will contact dealer to make arrangement to accommodate customer s needs. Writer will call customer back when the rental car is ready for a customer.
Writer called dealer#67470 and spoke with SA Rudy who was informed that CM is authorizing 3 days of rental car assistance until the part arrive at the dealer. He was informed the case will be sent to the dealer with the rental authorization.
Customer seeking rental assistance because dealer is waiting for the radio. Contacted Service Advisor, Rudy at 67470 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 3 days of rental per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by CAC.
REASSIGNED TO BC/DLR 63 67470 12/03/13 15:33 O [redacted]
Writer called dealer#67470 and spoke with PA Chris who said that the part

has arrived at the dealer. He said that the part is getting installed on the vehicle. Chris transferred the call to Service Department and spoke with SA Scott who has not noticed the part arrived at the dealer. He said that the part will be installing today.
956-203-1560. Writer called the customer and there was not voicemail set up.
transient vehicle will be repaired under the terms of the warranty..1 x only p.a. on rental
Writer called dealer#67470 and spoke with SA Scott who said that the vehicle has been repaired and returned it to customer s possession.
[redacted]. Writer called customer who said that the vehicle has been returned to her possession. However, customer indicated when she was driving the vehicle the Advanced Brake Assist turn on and there was no vehicle in front of her or on the line. Customer was informed that writer will leave the case open until 12/09/13 to confirm the vehicle is working to her satisfaction.
see lines #106-107
[redacted].Writer called the customer and there was not voicemail set up.
9[redacted]0.Writer called the customer and there was not voicemail set up.
see line #98-99
Customer said that the case could be closed since customer s issue has been resolved to his satisfaction and she will call CAC back if the problem reoccurs. Customer was informed that her concern will be documented for future reference.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | C4RJECG2 | EC[redacted] | ***Open Date*** | 11/30/2013 | ***Built Date*** | 04/04/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 06/22/2013 | ***Mileage*** | 13,058 | ***Dealer Zone*** | 63 | DALLAS | |
| ***Plant*** | C | EFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 52382 | ED PAYNE MOTORS LLP | | | |
| ***Dealer Address*** | 2101 E EXPRESSWAY 83 | | | | |
| ***Dealer City*** | WESLACO | ***Dealer State*** | TX | ***Dealer Zip*** | 78596 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | WESLACO TX 7[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Defective - Default | Alarm goes off by itself |
| Product - Brakes - Anti-Lock Brake System - Binds, Sticks, Seized - Default | Braking system is more sensitive, ABS light illuminates |
| Product - Drivability - Unknown - Other - Default | Burning smell inside cab |
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | CEL |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | Cruise control too sensitive |
| Product - Engine - Unknown - Defective - Default | Engine oil pressure light on |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | Radio locks up |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default | Radio replaced |
| Corporate - Rental Vehicle - Default - Default - Default | Rental |
| Product - Transmission / Transaxle - Unknown - Other - Default | Transmission light is on |
| Product - Drivability - Unknown - Hesitation/No Power - Default | Vehicle sputters like it is going to stall intermittently |
| Product - Electrical - Power/Engine Control Module - Intermittent or Inoperative - Default | pcm and tcm |
| Product - Drivability - Unknown - Stalling - Default | vehicle stalls when going faster than 55 MPH |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer stated he is driving his vehicle and the transmission light has come on 4 times. Customer stated if he drives over 55MPH his vehicle will stall. Customer feels he has purchased a lemon.
Briefly summarize what the customer is expecting: Customer wants resolution for the issues with his vehicle and the customer mention being able to trade his vehicle in because he loves the type of vehicle that it is but not all the issues it has been having.
Writer informed the customer he will receive a call back from a case

manager to go over all of his concerns and repair history.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 9[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF)Customer
Has the vehicle been diagnosed by a CDJ dealer? (No)
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Customer called for a status update. Agent advised that his file was escalated to a CM and to please allow time for the callback to occur. Customer states he has missed so much work because of this vehicle. Agent advised customer to bring the vehicle to the dealership for a diagnosis. Customer states he does not want to be without a vehicle. Agent asked if there was a courtesy shuttle that could transport him to work. Customer has a previous CASE #[redacted] Multiple issues with vehicle have been noted.
*****Top Care West*****
Writer attempted to reach an SA at the dealership and writer didn t leave a message
Writer called and spoke to SA Roland and SA stated that the customer has not been back in. Writer informed him of lines 2 and 3. SA Roland stated that the customer will have to bring the vehicle back in.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message follow up on 12/9
Caller Mr[redacted]n requesting to speak with Case Manager, he neeeds resolution as soon as possible, does not want to take vehicle back to dealer, this is 4th time same issue . His Rental vehicle for 3rd time vehicle was in the shop, someone backed into his rental and Enterprise is seeking his insurance company and someone had backed into him he will call his insurance company, it was not his fault on the rental.
He also stated he wants to be called more than once a day.
***Enhanced Customer Satisfaction Team****
Owner is being handled by the Enhanced Customer Satisfaction Team. Warm transfer customer to 866-275-1420.
Status update provided via email to the following email address: c[redacted]
My name is Christine and I have been reassigned as your Customer Advocate with Jeep Enhanced Customer Satisfaction. Here is some information that you may find helpful:
Enhanced Customer Satisfaction phone number: 1-800-763-8422
My direct extension: 66039
My work hours: 1:30 PM to 10:00 PM Eastern Standard Time, Monday Friday
I will contact you by telephone to review your case with you.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. CA contacted Mr.[redacted] and advised of ECS program and process. Customer is very upset and wants a replacement vehicle. CA advised would like TS involvement for issue resolution and can look at compensating the customer for frustrations. Customer willing to go to dealer tomorrow @ 4:00 PM. CA advised will call dealer, notify of concerns, and request that a rental reservation was made for customer.
Customer s concerns:
- Transmission light illuminated, and could not accelerate above 55 MPH.
- Vehicle sputters like it is going to stall intermittently.
- Braking system is more sensitive, ABS light illuminates in improper conditions.
- Radio still locking up, rebooting itself, and switching from Bluetooth to Speaker phone without prompt.
CA to follow-up with customer once per day. Customer is often in meetings with clients and is unable to answer phone. CA to call customer once case escalated to TS on 12/11.
Attempt made to contact Bill/SM. CA was on hold for 6 minutes with no answer.

Attempt made to contact 52382. Voicemail box prompt to enter mailbox number.
CA contacted 52382 and spoke with Jesse/SA who will arrange rental reservation for customer around 4:00 PM. CA provided list of concerns and advised that ECS needs to be notified as soon as customer arrives in.
Status update provided via email to the following email address:
[redacted]
I wanted to let you know that I contacted the Service Department of Ed Payne Motors and spoke with Jesie, who has scheduled you in for 4:00 PM tomorrow, December 11, 2013.
I will follow-up with you tomorrow as soon as I receive confirmation from the dealership that your vehicle has arrived.
End of Status Update
CA contacted 52382 and spoke with Jesse/SA who advised the customer has not made it in.
Status update provided via email to the following email address:
[redacted]
I contacted Ed Payne Motors who advised me that you did not make it in for your reservation today. I would ask that you contact them and reschedule for a time that is more convenient for you by calling: 956-968-2158.
If you have any questions, please do not hesitate to call me at: 800-763-8422 extension 66039.
End of Status Update
Begin Customer Message reviewed:
I was unable to make it yesterday due to becoming ill with food poisoning. I did not make it to work, nor was I able to make it to the dealership. Please confirm if I am able to drop my Jeep off today at 4 pm.
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
I am sorry you were ill! I will call the dealership now and update you as soon as possible.
End of Status Update
CA contacted Jesse/SA who will accept customer in today at 4:00 PM. CA reminded SA that a rental reservation is needed.
Status update provided via email to the following email address:
c[redacted]
I spoke with Jesie in the Ed Payne Motors Service Department who will be happy to have you come in today at 4:00 PM.
Please let me know if you have any other questions or concerns.
End of Status Update
Attempt made to contact Jesie/SA. Unable to leave message.
2nd & 3rd attempts made to contact Jesie/SA. Unable to leave message.
CA contacted Roland/ASM who advised vehicle came in on 12/13 @ 13,962 miles. CA inquired why ECS was not notified of the arrival. ASM was unaware the customer was in ECS. Roland/ASM advised they have put 32 miles on the vehicle trying to duplicate the concern and have been unsuccessful. Roland/ASM s direct #: 956-998-7986. Total diag time so far, according to ASM, is 2.5 hrs.
****** Following Corporate Resource has been contacted ******
TAPS
on 2013-12-18 @ 14:49
CAIR ESCALATION UPDATE
SEE STAR CASE# 6[redacted] FOR INFORMATION
Attempt made to contact Mr. [redacted]. Left message.
Customer contacted CAC stating that he had just received messages over his text messages stating that his vehicles alarm was going off at 8:00 PM Central and 8:11 PM central. Customer further was concerned regarding this and wanted to documented for further review in the event that something has happened. Customer further stated that he would contact us back if any thing has happened.
Customer is expecting to learn why his alarm has set off.
Agent advised customer that it would be looked into. Agent further contacted dealer 52382 and there was no one available. Agent advised that

customers concern regarding his alarm would be documented in the case that it needed to be further investigated by case manager and advised that if customer learns of anything that is a concern to further contact us back.
Begin Customer Message reviewed:
This is the worst vehicle experience I have ever had! My vehicles alarm was triggered on Wednesday night and I called in to report and no one ever even called me to ensure my jeep is ok. I will be seeking legal advice and filing this vehicle under my states lemon law if I don t hear from you Monday. I gave you the chance you asked for, now I need my vehicle that I paid good hard earned money for. Also, my car payment is due on the first, please send payment for this as I do not agree that I should pay for something I am not even using.
End of Reviewed Customer message
CA contacted Roland/ASM who advised that vehicle is being reassembled now. Roland/ASM believes the alarm notifications were due to the vehicle losing communication with several modules, but they believe this has been resolved, and there was no harm done to the vehicle. Roland/ASM will contact CA back for claim assistance.
2nd attempt made to contact Mr [redacted]. Left message.
Status update provided via email to the following email address:
odphinate@yahoo.com
I have attempted to reach you by phone twice without success. I would like to discuss your vehicle with you and your request for payment assistance.
At your earliest convenience, please contact me at: 800-763-8422 extension 66039, Monday Friday, 1:30 PM to 10:00 PM EST.
I look forward to speaking with you.
End of Status Update
Agent transferred customer as per lines 52 and 53.
CA contacted Mr [redacted] and advised of 156-160. Customer would like payment assistance. CA advised would like to get update on vehicle. Customer states he is in rental still and vehicle is still at the dealership. CA advised will call customer back.
Attempt made to contact Roland/ASM. No answer. Redialed and spoke with Roland/ASM who advised vehicle is ready for pick up. Dealer is ordering a radio for customer. CA requested part #, order #, and order to be upgraded if not yet received. CA to call dealer tomorrow. 17 days rental if customer turns vehicle in today.
CA contacted Mr. [redacted]. CA requested customer turn in rental vehicle and pick his vehicle up. CA advised of radio on order and that customer will need to go back to dealer again once arrives. Customer requested a SC. CA advised happy to look into SC options, but customer would need to decide between vehicle payment or SC. CA to follow-up with customer 12/31 to review options.
CA contacted Mr. [redacted] CA advised would like to offer LWM100N Lifetime Maximum Care SC with $100 Deduc. Customer accepts and is very pleased at this point. CA advised plan provisions would be mailed and provided website information for review. CA to follow-up when radio information available.
LWM100N Contract created. Contract number is [redacted]
Status update provided via email to the following email address:
[redacted]
This email is to confirm that your Lifetime Maximum Care service contract has been added to your Vehicle Identification Number (VIN). For reference, your contract number is: [redacted]
As we discussed, you will also receive paperwork in approximately 30 days outlining the plan. However, you are also welcome to view the plan provisions by visiting http://www.MoparVehicleProtection.com.
Have a very happy New Year!
End of Status Update
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Begin Customer Message reviewed:

Hello Christine, I am emailing to report that the transmission light has once again turned on and my vehicle is unable to catch the gears over 55 miles per hour. I am extremely disheartened and extremely frustrated by this. I called this afternoon to report this and add to my case, but the office was closed due to New Years. This was so unfortunate because I was driving with my family to a family function and we ended up late because of this. I really need you to assist me with this, I am not willing to take back to the dealership. Obviously, I was sold a very defective vehicle and I need resolution from Jeep ASAP. I know you have done your best, but now I need Jeep management to act and take ownership of the poor quality vehicle that was sold to me. I look forward to hearing from you. Happy New Year and God Bless.
End of Reviewed Customer message
Attempt made to contact Mr. [redacted] Left message.
[redacted] called to speak to customer advocate CR913. Writer warm transferred customer to customer advocate CR913.
Call received from Mr. [redacted] n. Customer wants vehicle replaced. CA advised dealership was unable to duplicate concern this last time and there was NPF. CA advised would need vehicle to go back to the dealership for inspection/diagnosis. Customer states he will take it in sometime this week and will call CA once it is in. CA advised if no contact from customer, CA will reach out on 1/10.
CA contacted Mr [redacted]. Customer states he has not taken vehicle in as of yet. Customer would like to wait until the light comes back on. CA advised we would like to ensure every precaution is being taken to resolve the matter. Customer will take vehicle in next week. CA to follow-up on 1/15/14.
CA attempted to contact customer on 1/15/14 and left message.
2nd attempt made to contact customer. Left message.
[redacted] called to speak with customer advocate CR913. With customer s permission, writer transferred customer to customer advocate s voice mail, as customer advocate is not currently available.
Status update provided via email to the following email address:
[redacted]
My name is Lima and I have been assigned as your Customer Advocate with Jeep Enhanced Customer Satisfaction. Here is some information that you may find helpful:
Enhanced Customer Satisfaction phone number: 1-800-763-8422
My direct extension: 66245
My work hours: 10:00 AM to 6:30 PM Eastern Standard Time, Monday Friday
I will contact you by telephone to review your case with you no later than 1/24/14.
Thank you.
End of Status Update
Writer attempted to contact customer. Writer left a message.
Customer left a message stating that there were documentation that he needed to submit while the case is being reviewed.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-24 @ 17:53
Mr. [redacted] called to speak with Customer Advocate CR913, and asked why the case had been sent to another CM, ML1094. Customer states he tried to reach the Case Manager and she was unavailable. Customer did not wish to speak with anyone else and only had a moment to ask for Writer to note the case: Customer is offering to email the video to ML1094 that CR913 had requested, although customer thought it was an unsafe thing to do (video the vehicle issue while driving). Customer asked for CM s email address. Writer advised customer that we do not have a direct email address to provide to customer, but offered to send a Document Request Link email message to customer. Writer advised customer that this may or may not work for the intended purpose, and if CM is unable to access or view this information, CM would have to advise customer otherwise. Customer agreed, and Writer sent link to [redacted].
Customer requests a call back from CM today or Monday.
Writer contacted the customer and left a message. Writer informed that we are returning the customer s call in regards to his case. Writer informed

the customer that he will need to take the video and vehicle back into the dealership in order for us to move foward on his case. Writer informed customer that a follow up will be made no later than 1/27/14. Writer contacted customer who advised that he feels like his case should go to the customer service manager of North America. Customer alleges he was told on 12/31 that a repair was attempted, but customer alleges that no repairs have actually been done on the vehicle. Customer advised that he took a video of the light that could not be duplicated in the shop. Writer advised that customer should bring the vehicle back to the dealership, customer advises that he doesn t want his vehicle any longer and writer advised on blue and white booklet and bbb.org. Customer wants a callback from a supervisor. Customer would like to reiterate that he loves his Jeep, and wants help above and beyond what we can do here to ECS. Customer will take his vehicle to the dealership on Thursday 1/30.
******* Supervisor Call Back*******
Writer contacted customer at [redacted] who states he video taped the concern he is having and showed it to the dealership in which they did not believe was happening. Customer states the dealer was in awe. Customer states he is concerns for his safety and the safety of his family. Customer states 2 days ago he was driving his vehicle and the vehicle slammed on the brakes on its own and he is happy his wife was not driving the vehicle. Customer states he would like a resolution as his previous CA CR913 advised him repairs are completed. Customer states there have not been any repairs done on his vehicle. Writer advised customer we will be taking over the case and working with customer on a resolution. Customer states he does not want to make vehicle payments while the vehicle is at the dealership. Writer advised customer that is something we can look into at that time. Writer advised customer we will follow up on Tuesday 2/4/14 to see when customer can take the vehicle in. Writer contacted customer, left message. Follow up no later than 2/6/14. Writer spoke with customer and he states he has been sick and has not been able to take the vehicle in. Customer states he will take it in next week. Writer states we will follow up on Tuesday 2/11/14.
Status update provided via email to the following email address:
[redacted]
My name is Rosa and I have been assigned as your Customer Advocate with Jeep Enhanced Customer Satisfaction. Here is some information that you may find helpful:
Your case [redacted]
Enhanced Customer Satisfaction phone number: 1-800-763-8422
My direct extension: 66145
My work hours: 8:30 AM to 5:00 PM MST, Monday Friday
End of Status Update
Writer spoke with customer and he states he would like CA to schedule an appointment for Thursday in the morning. Writer advised customer we will do so and send customer an email.
Writer contacted dealership but was unable to set an appointment because CA was sent to voicemail 2 times.
Writer contacted dealer and scheduled an appointment for the customer on Thursday 2/13/14 at 8AM. Writer also made rental arrangements.
Status update provided via email to the following email address:
[redacted]
You appointment is scheduled for 2/13/14 Thursday at 8AM, please let me know if this is not a good time for you and I can contact the dealership to make any adjustments. I have also made the rental arrangements for you; I will contact you again on Thursday. Thank you and have a great day.
End of Status Update
Writer spoke with SA and he states the vehicle is at the dealership now. SA states the customer has 4 concerns.
1.) The vehicle loses power while driving
2.) Radio turns on and off by itself
3.) Burning smell that goes into the cab
4.) Cruise control sensor is too senstive and is braking to hard.
****** Following Corporate Resource has been contacted ******

TAPS
on 2014-02-13 @ 17:38
Writer contacted customer, left message. Follow up no later than 2/17/14.
Customer called to speak with CM. Writer transferred to RW660.
Customer states that he is frustrated with his vehicle not being fixed. Customer states that his vehicle was supposed to be dropped off at the dealership today for inspection and rental was supposed to be ready for him. Customer states that the dealership did not have a rental for him and enterprise did not have a vehicle available. Customer states the dealership told him that after he got out of the doctor office with his son they would take him to a different rental agency about 30 miles away but then told him after that they could not. Customer states that his vehicle has been in for repairs 5 times and there has been no resolution. Customer states that he would like the vehicle picked up and taken to the dealership and a rental vehicle brought to him so that he is no longer inconvenienced. Customer states that he works Monday-Friday 8am to 6pm. Customer states that he wants a rental equal to his vehicle. Writer informed customer that his CA will look into having his vehicle towed to the dealership and arrange for a comparable rental for him to drive. Customer would like a follow up on 02/14.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer spoke with customer and he states lines 344-359. Customer states he does not want the vehicle and would like it replaced. Writer offered customer a SC or a vehicle payment. Customer declined. Writer states we can forward his case to a care analyst team that will review the vehicle repair history to see if it merits further review. Customer states he does not want the case sent anywhere else but wants the vehicle repaired. Writer advised customer we are more that happy to work with the customer to get the vehicle repaired. Writer states the customer can obtain his own rental and we can reimburse him in full. Customer states he wants his vehicle towed to the dealership. Writer states the vehicle is drivable and he can drop off the vehicle if need be. Customer states he is very frustrated with the whole situation and would like us to send an email to corporate so that things can get moving along. Customer states he would like to speak with a supervisor. Writer transferred customer to TP405.
**** Supervisor Call *****
Customer would lke to vent his frustration over the fact that dealership did not have a rental available and was not able to take him over to get one. Customer is concerned that when these issues happen his children are at risk. Writer advised CA can look into having his vehicle towed to the dealership or customer can have it towed and we can look into reimbursement. Customer would like to take vehicle to the dealerhip on 2.20.14 at 430. Would like to be assured that can get a rental. Writer advised that CA will contact the dealership on his behalf and make the arangements.
Writer contacted SM Bill, made rental arrangements and SM states they can tow the vehicle to the dealership. Customer has an appointment scheduled for 2/20/14 at 4:30PM.
Writer provided SM Bill with customer s contact information.
Writer spoke with customer and advised him of lines 388-390. Follow up 2/20/14.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer, left message. Follow up no later than Monday 2/24/14.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer spoke with customer and advised him of TS update. Customer states he would like to know if we are going to reimburse the vehicle payment. Writer advised customer we will send a link through email. Follow up 2/26/14.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-24 @ 18:11

***** Customer Document Received *****
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer, left message.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer, busy tone.
Writer contacted customer, left message. Follow up 3/5/14.
Customer Document Reviewed.
Writer contacted customer, left message. Follow up no later than tomorrow 3/6/14
Mr. [redacted] called to speak with CA RF766; customer has already left a voicemail for CA and is awaiting a call back. Writer advised customer that CA is not currently available. Customer asks CA RF766 to please call customer back when available before close of business today, at [redacted]
Writer contacted customer and advised him we received the documents and they have been reviewed. Writer advised customer we will send out the check for the vehicle payment today and it should arrive within 7-10 business days. Writer verified spelling of name and address. Customer states the dealership was supposed to replace the radio on his previous visit but they had to order the unit. Customer states he would like to make sure that gets done so he does not have to go back and forth. Writer advised customer we will notify our TS. Writer states we will contact customer back tomorrow 3/6/14 with an update.
Writer contacted dealer and spoke with SA Roland and advised him TS has been trying to reach them. Writer asked that he contacted him tomorrow morning so we know what is going on and what needs to be authorized.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer and advised him of the TS update. Follow up no later than Monday 3/10/14.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer, left message with TS update. Follow up no later than 3/12/14.
Writer contacted customer and advised him of TS udpate. Writer advised customer we will follow up on 3/14/14.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer, left message with TS update. Follow up 3/18/14
Writer contacted customer, left message. Follow up 3/20/14.
Writer contacted customer and he states he was out of town and just received the vehicle back today. Customer states he would like some time to drive it around to make sure nothing occurs. Writer advised customer we will follow up no later than 3/28/14.
Writer contacted customer, left message stating 2 day close out.
Customer calling to have agent document that the check engine light has come on again. Customer says it is dangerous to drive vehicle. Customer says the transmission skips and vehicle cannot be accelerated past 60 mph. Customer says if he tries to go faster than 60 mph thle vehicle will begin to deccelerate.
-
Agent apologized for all the trouble he is having with vehicle. Agent provided case # and the phone # and extension # for RF766. Agent then transferred customer over to RF766 VM to leave a message.
Writer contacted customer, left message. Follow up no later than 4/2/14
Status update provided via email to the following email address:
[redacted].
My name is Jessica I m from the Jeep Enhanced Customer Satisfaction Team I m writing you on behalf of your Case Advocate Rosa who is out of the office today. I want to let you know that your Case Manager is still reviewing you case and will contact you Friday 4/4/14.

Thank you for your time and being part of the Jeep Family.
End of Status Update
Begin Customer Message reviewed:
Thank you for the communication. I am extremely concerned that the issue has arisen again. Rosa, please began process of changing this vehicle. I have already brought concerns of this issue potentially being dangerous for me and my family, obviously this vehicle was sold to me defective. Thank you and I will await your call.
[redacted]
4-2-2013
End of Reviewed Customer message
Writer contacted customer, left message. Follow up 4/8/14
Customer called wanting to talk to CM . CM not available Customer would like CM to call back.
Customer [redacted] calling to speak with CM ;RF766. With customers permission writer transferred customer to CM s voice mail, as CM is not currently available.
Writer contacted customer who states the light came back on and it was on for 3 days but it is now off. Customer states he does not know what to do at this point because the vehicle has been to the dealership 7 times. Customer states the vehicle is unsafe to drive and is defective. Customer stated he would like to know at what point do we just stop trying to repair the vehicle and give him a new one. Writer advised customer we would like to get the vehicle repaired and we can reimburse him a vehicle payment for the inconvenience. Customer states he would like to know if there are any other options. Writer advised customer we can forward his case to a care analyst team that will review the vehicle repair history. Customer states he would like to give it one more try with getting the vehicle repaired. Customer states he would like CA to contact the dealership and schedule an appointment for Friday 4/11/14 at 4:30-5 PM and he will need a rental as well. Writer advised customer we will contact the dealership and send customer an email with the confirmation of the appointment.
Writer contacted SM Bill; reviewed customer s concerns.
Customer has an appointment on Friday 4/11/14 at 4:30-5 PM. Writer also made rental arrangements.
Status update provided via email to the following email address:
[redacted]
I spoke with Service Manager Bill and you appointment is scheduled for Friday 4/11/14 between 4:30-5 PM. I have also made the renal arrangements for you, please let me know if this is not a good time for you and I will make adjustments. I will contact you again on Friday 4/11/14 but if you have any questions or concerns in the mean time please contact me at 1-800-763-8422 at EXT 66145 or you can respond to my email. Thank you and have a great night.
End of Status Update
Writer contacted customer, left message. Follow up 4/14/14.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-04-14 @ 16:12
Writer contacted customer and he states he was not able to take the vehicle in on Friday. Customer states he is going to try and take it in tomorrow 4/15/14. Writer advised customer a follow up will take place on 4-16-14.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted dealer and spoke with SM Rolland who states the vehicle is not at the dealership.
Writer contacted customer, left message. Follow up 4/18/14.
Writer contacted customer who states he will be taking the vehicle in tomorrow 4/18/14. Customer states he would like CA to contact the dealership and let them know that he will be taking the vehicle in tomorrow and to have a rental vehicle arranged.
Writer contacted dealer and spoke with SA and advised him of lines 532-535, SA states he will let SM Rolland know.

Writer contacted dealer, line rang for 2 minutes and disconnected.
Writer contacted dealer and spoke with SM Rolland who states they have not started the diagnosis as of yet. SM states he would like to know if the TS is going to be working with them. Writer advised SM the restriction is not longer on the vehicle but we can see if it is a possibility. Rolland states he can be contacted at [redacted]
Writer contacted customer and advised him of lines 539-540. Customer states he would like to know if we have enough documentation to reimburse him another vehicle payment. Writer advised customer we do and we will submit the check in the amount of $635.68 which will arrive within 7-10 business days. Follow up 4/23/14.
Writer contacted customer, left message. Follow up 4/25/14.
Writer contacted dealer and spoke with SM Rolland who states they pulled one code but it is not related to any of the customer s concerns. SM states they pulled code PO6DD for the engine oil pressure. SM states the other concerns the customer was having we not duplicated and he has test drove the vehicle extensively. SM states when the customer dropped off the vehicle the CEL was no on.
Writer contacted customer and advised him of lines 550-555. Customer states he is just concerned because he thinks the light will come back on. Writer advised customer if it does come back on to take it to the dealership because they can see if there are any stored codes. Follow up 4/30/14.
Writer contacted customer and he states the dealer never contact him regarding the vehicle. Writer advised customer we will contact the dealer and follow up no later than 5/2/14.
Writer contacted SM Rolland, left message.
Writer contacted dealer, no one available in service.
Writer contacted customer, left message. Follow up 5/5/14.
Writer received a voicemail from customer.
Writer contacted customer and he states he picked up the vehicle but he does not know if it is repaired or not. Customer states he wouldl like the case to remain open for a little while to make sure the light does not come back on. Writer advised customer we will follow up on 5/9/14.
Corrine warranty administrator called wanting to know how to get the 27 days of rental taken care of, per Corrine wa the claim rejected. Writer advised Corrine wa that the DM notes are in for 29 days diagnostic time 2 hrs, on 3-24 claim [redacted] was rejected. Writer referred Corrine wa to the BC writer unable to walk Corrine wa through on the error.
Writer contacted customer and he states the vehicle is running great right now but is concerned that it will come back on soon. Writer advised customer we are happy to follow up next week to see how everything is going with the vehicle. Customer requested a call back on 5/16/14.
Writer contacted customer, left message stating 2 day close out.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG2 | EC[redacted] | ***Open Date*** | 12/02/2013 | ***Built Date*** | 02/23/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/09/2013 | ***Mileage*** | 7,140 | ***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*** | 23102 | DAN'S JEEP CHRYSLER, INC. | | | |
| ***Dealer Address*** | 82 TURNPIKE RD | | | | |
| ***Dealer City*** | WESTBOROUGH | ***Dealer State*** | MA | ***Dealer Zip*** | 01581 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | SHREWSBURY MA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Recall - N58: REPROGRAM INSTRUMENT CLUSTER & ABS / ALT. GROUND - Information Request | REPROGRAM INSTRUMENT CLUSTER & ABS / ALT. GROUND |

Briefly summarize why the customer is contacting Chrysler: Customer called because he was in a minor accident where he rear ended someone. Customer states he did not get a warning from his Forward collision warning which would have prevented the accident. Briefly summarize what the customer is expecting: Investigation into the Forward collision warning system. ( FCW for remainder of CAIR)
Writer advised customer that the FCW is a safety feature designed to increase customer safety and prevent accidents that are preventable. whether or not the FCW system is working or any other feature, the driver must remain focused on the road.
Customer requests again to have an investigation done.
Writer went to check with a supervisor, supervisor agrees that this is not a case for special investigation.
Writer advised the customer that we cannot send someone to investigate however the writer is willing to call the dealer and ensure that they check the FCW system before he gets the vehicle back.
Writer called dealer 23102 and spoke with SA Bob who stated that the customer did $2500 in damage to the compressor and fascia. SA Bob states warranty work was denied do to the accident and so was rental coverage.
Reassigned to BR379 for survey bypass for incomplete recall
Customer seeking information regarding the air compressor. Customer states since the accident there has been issues with the air compressor. Customer states the vehicle should not have been affected by such a minor collision. Customer states he is also having electronic issues. Customer states he would like to file a complaint in regards to the air compressor location. Customer states the front of the vehicle should have more impact suppression.
Agent advised the air compressor assembly is located near the front right of the bumper. Agent advised there was no more specific information. Agent advised dealership may have access to a diagram with the air

compressor locations.
Agent informed customer of incomplete recall REPROGRAM INSTRUMENT CLUSTER & ABS / ALT. GROUND
Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler regarding the air suspension. The customer states that shortly after the accident the air suspension stopped working. The customer states that the air suspension went out because of the front end collision, it ruptured the cylinder. The dealership is stating that the vehicle needs to be taken to the body shop. The customer states he is not very believing that the accident cause the air suspension to stop working. The customer states that the dealership advised him that the vehicle shouldn t be driven.
Agent called to the dealership 23102 and spoke with the service advisor. The service advisor states that the customer brought the vehicle in for an air suspension low and after the diagnosis they found out that it was in an accident. The service advisor states that there is a compressor behind the damaged area which caused the air suspension to go out. Agent advised the customer of this.
Briefly summarize what the customer is expecting: The customer is expecting to get more information on why the air suspension went out.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Briefly summarize why the customer is contacting Chrysler:was told the body shop has to do the repairs.
The dealership repair was to the air suspension control module, which not fix the problem. Also the dealership stated it is the air compressor. The dealership does not want to work with owner to fix the problem.
Owner feels that the accident happened due to not having the Enhanced Accident Response System working, due to the recall N58 (REPROGRAM INSTRUMENT CLUSTER & ABS / ALT. GROUND ).
Owner also advised that the dealership told him that he had to take the vehicle himself to the auto body shop.
Briefly summarize what the customer is expecting:to have the vehicle.
Agent advised owner will call the dealership to follow up on the problem.
[redacted]
Customer calling and expecting a call back a[redacted]
Customer called inquiring about if there is an update on the case.
Customer inquiring about taking the vehicle to another DLR. Customer states that he suppose to be called back and will wait for that call back. custoemr disconnected when agent said there was no updates
SM Bob ASCM replaced did not resolve needs an air compressor due to accident.
All damage done were done by the accident and not a defect in the vehicle.
The SM advised the vehicle has to be removed and brought to the body shop by the owner, or it will be towed.
Also advised the owner s insurance advised that will work with owner to fix the vehicle.
Agent left voicemail with owner that the SM advised owner has to work with the insurance company and to pick up the vehicle.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG4 EC[redacted] | **Open Date** | 12/09/2013 | **Built Date** | 07/24/2013 | | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 11/24/2013 | **Mileage** | 1,200 | **Dealer Zone** | 70 | | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 60337 | RAIRDON'S CHRYSLER JEEP OF | KIRKLAND | | |
| **Dealer Address** | 12828 NE 124TH ST | | | | |
| **Dealer City** | KIRKLAND | **Dealer State** | WA | **Dealer Zip** | 98034 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | E-MAIL |
| **Address** | [redacted] | **Home Phone** | |
| | SNOHOMISH WA[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | CUSTOMER HAVING ISSUES WITH HIS VEHICLE |
| Product - Air Conditioning / Heater - Unknown - Defective - Default | customer having issue with his heater |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Cold Temp System Issues
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I have a new 2014 Jeep GC Overland manufactured 7/13 purchased 11/17 (with less than 1200 miles) (software version 13.38.52). When I parked outside overnight (three nights in a row) to see if the cold problem/issue was repeatable and the outside temperature was between 12F to 25F, the blue screen appeared when using the back up camera. In addition, the following issues/problems occurred at the same time; turning on my seat heater/ heated steering wheel (they wont stay on after 3 seconds), my airbag warning indicator illuminates (stays on), the heater will not work, the passenger side blind spot indicator operates randomly, the FCW forward collision warning 'OFF' LED illuminates and can t be turned off; the ACC status flashes that it needs service in the display. All the aforementioned problems 'start to function properly' when the car has been operating for approximately 15 minutes and the engine temp gauge indicator is near the middle of the gauge display. When I park inside my garage with the temperature at 46F I have not had any of the aforementioned issues/problems. Any ideas Jeep Engineer s? Perhaps a upcoming SW update?
********** END OF CUSTOMER EMAIL********

Dear [redacted]
Thank you for contacting the Jeep Assistance Center.
We would advise that you bring your vehicle to an authorized Jeep dealership to see if they are able to diagnose the issue.
Thanks again for your email.
Sincerely,
Natasha
Customer Service Representative

Jeep Customer Assistance Center
********** END OF CAC EMAIL RESPONSE**********
Reassigning to KG363 for a survey bypass. No diagnosis.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT7 | EC[redacted] | ***Open Date*** | 12/09/2013 | ***Built Date*** | 0 /28/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/28/2013 | ***Mileage*** | 6,400 | ***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*** | 41461 | DOAN DODGE | | | |
| ***Dealer Address*** | 4477 RIDGE RD W | | | | |
| ***Dealer City*** | ROCHESTER | ***Dealer State*** | NY | ***D aler Zip*** | 4626 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | ROCHESTER NY 1[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Dealer Information - Default - Default - Default | customer unhappy with product |

Briefly summarize why the customer is contacting Chrysler: Customer called stating he has a vehicle and he had a recall. Customer states he took it to the dealership and it was supposed to be fixed. Customer states the adaptive cruise control didn t work and they needed a part. Customer states he dropped it off today and they need another part. Customer states he is not happy with the Chrysler product. Customer states he just wanted to let us know. Agent advised his concerns will be documented.
Briefly summarize what the customer is expecting: To let us know what is going on with his vehicle.
Customer calling back to complain about his vehicle taking so long to be repaired. Customer stated the vehicle has been there since Monday and it sill might not be ready by tomorrow.
-
Agent called DOAN DODGE and spoke to SM Chris who stated that the wrong part was accidentally order and the right one has been ordered and will be in tomorrow morning. SM Chris stated that he will do everything he can in order to get the vehicle repaired for the customer tomorrow. Customer is not in rental.
-
Agent explained to customer what SM stated and that he is working his best to have the vehicle ready for him by tomorrow. Customer is very unhappy with the situation and stated that he will never buy a Chrysler product again.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT9 EC[redacted] | | **Open Date** | 12/12/2013 | **Built Date** | 01/28/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 04/29/2013 | **Mileage** | 5,200 | **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** | 59004 | AUTOLAND | | | |
| **Dealer Address** | 170 ROUTE 22 | | | | |
| **Dealer City** | SPRINGFIELD | **Dealer State** | NJ | **Dealer Zip** | 07081 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | UNION NJ [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Corrosion/Rusty - Default | Customer seeking lemon law |
| Product - Electrical - Trip Computer / EVIC - Other - Default | Customer stated that the vehicle had repeat recall issues |

Briefly summarize why the customer is contacting Chrysler: Please see case number #2[redacted] as well. Customer stated that he left many messages and sent many emails to Jaime to no avail. Customer is completely frustrated with the vehicle and no longer wants it. Customer is outraged by the lack of customer service. At this time, customer stated that he is having the instrument cluster issue once again even though he had the recall completed earlier this week. Customer is seeking buy back.
Briefly summarize what the customer is expecting: Customer seeking buy back.
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 3[redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner)
Is this a request for Lemon Law, buy-back or replacement? Buyback
Reassigned to 91L
********** 91L Review **********
>> A new I2R Case have been opened to further assist customer. Original CAIR number is [redacted]
Reassigned for handling.
LVM for customer advising the case has been reviewed by Chrysler and referred to me for special handling to assist with the repair of his vehicle and requested a return call.
Received incoming call from customer. I advised customer his case has been referred to me by Chrysler to assist with the repair of his vehicle. I apologized for the inconvenience and understand the warning lights on the dash are coming on. Customer said the vehicle has gone in five times for this. Customer said he picked the vehicle up yesterday and the

lights have not come back on but he wants Chrysler to do something about this and to compensate him for this because he is paying almost $600 a month for this vehicle and it is at the shop too much. I reminded customer of the warranty on his vehicle and suggested we confirm this repair and I would be happy to compensate him for one of his monthly payment. I advised him that I will contact the dealership to request his RO history. I advised I will follow up with him next week to confirm repair.
LVM for customer requesting a return call to confirm repair and offer compensation.
LVM for customer requesting a return call to confirm repair and offer compensation.
>>>Received voicemail from customer thanking me for the follow up and requesting a return call.
>>>Spoke with customer to confirm repair of this vehicle. Customer said he is still having electrical issues with the vehicle. Customer said while he is driving the park sensor and rear wiper sensor goes off. Customer says the vehicle will tell him to brake when he is 500 yards from the next vehicle. Customer said is a very busy person and doesn t have time to take the vehicle in for service as much as he has too. Customer said he has patients to see. I advised customer my recommendation is to take the vehicle in for service. Customer said he will need a rental vehicle. I advised him I will authorize the rental for him while the vehicle is in for service. I advised him I will review his case to see if there are any other options of resolution. Customer said he will try to get the vehicle in tomorrow. I requested he give me a call once the vehicle is at the dealership.
Received incoming call from customer stating he thought the senor was not reading properly because the bumper was dirty so he cleaned the bumper but it only made it worse. Customer said he drove about 40 miles and the warning for braking and front collision came on. Customer said he has left a message of the service department to give him a call so he can schedule an appointment. I advised customer to give me a call once the vehicle is in for service.
Spoke with Scott at Autoland Chrysler Jeep Dodge Inc. to see if customer s vehicle is in for service. Scott said the vehicle is not there.
LVM for customer regarding his vehicle status and requested a return call.
Received voicemail from customer stating he did take the vehicle in for service and was told the front and rear collision system needed to be adjusted. Customer said he picked the vehicle up yesterday afternoon and is test driving it.
Received voicemail from customer stating he is having problems with the vehicle again. He said it starts with an error message with the 911 button stating to resurface the car. Customer said it is worse since they adjusted the sensor. Customer said the adjustment did not workand the brake light has come on 6 times. Customer said this is very inconvenient. Customer said he needs something different because the service department cannot bring his vehicle up to speed and he needs a sound resolution.
>>>Received incoming call from customer stating he is stilling having problems with the vehicle. He said the 911 button is not functioning properly and this is how things started to being with. Customer said the brake warning light came on 6 times. Customer said something else has to be done. I advised customer I will review his repair history to see if there are any other options for resolution and that I cannot guarantee anything at this time.
>>>LVM for Service Manager David to return my call regarding this case.
Spoke with Sales Manager Jerome regarding CDI participation. I explained the CDI offers the customer a 4% discount off the invoice price of a new vehicle plus any incentives and rebates the dealership if offering and they customer will use his vehicle as a trade. Jerome said he will speak with his GM about it and give me a call back.
Spoke with Jerome at Autoland Chrysler Jeep Dodge Inc. regarding the CDI offer. He said he would have Paula to give me a call.

LVM for Paula requesting a return call regarding CDI participation.
>>>Received incoming call from Paula regarding the CDI offer. I advised Paula that Chrysler is offering the customer a CDI which stands for Certain Designated Individual and that this customer is being offered a 4% discount off the invoice price of a new vehicle. She said she has looked at this customers case and he is in a lease vehicle and unless we are doing a substitute of collateral this is not going to work for this customer and if the vehicle has problem they won t be able to sell. She said she has been working with Vanessa at ISG with the replacement and repurchases and she is not familiar with this process. I explained to Paula this is not a buyback or replacement and that we are offering to assist the customer with trading his vehicle. I advised I will give her a call back regarding the lease on the vehicle.
Spoke with Service Advisor Michael regarding customer s last visit for service. Michael said customer came in on 12/21 with a senor concern. He said they adjusted the impact senor. He said the vehicle was released back to the customer 12/23. RO # [redacted]
Spoke with customer and offered replacement. I advised customer he should be contacted by a replacement coordinator within 7/10 business days and they will go over the details of the replacement with him. Customer was very appreciative of my assistance.

## *Customer Assistance Inquiry Record (CAIR)#* 2[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECG3 | EC[redacted] | ***Open Date*** | 12/13/2013 | ***Built Date*** | 03/28/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 06/29/2013 | ***Mileage*** | 5,000 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***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*** | 45528 | CALIFORNIA SUPERSTORES VAN NUYS | | | |
| ***Dealer Address*** | 6110- 6114 VAN NUYS BLVD | | | | |
| ***Dealer City*** | VAN NUYS | ***Dealer State*** | CA | ***Dealer Zip*** | 9 401 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | STUDIO CITY CA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Brakes - Unknown - Other - Unknown | Customer doesn't know if distance brake is working |
| Product - Fuel System - Unknown - Poor Fuel Economy - Default | Customer feels he is not getting good mileage |
| Corporate - Product Information - Default - Default - Default | Customer inquired about the forward collision warning system. |
| Recall - N58: REPROGRAM INSTRUMENT CLUSTER & ABS / ALT. GROUND - Advise Owner/Incomplete Recall | Customer states he just had the recall completed. |
| Product - Electrical - Unknown - Other - Default | heated steering wheel does not work with remote |
| Product - Air Conditioning / Heater - Auto Temp Control System - Other - Default | vents blow heat when nothing is on |
| Dealer - By-Pass - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer is calling seeking information about the Forward Collision Warning system.
Briefly summarize what the customer is expecting: Customer is expecting to find out the difference between the far and near settings. Writer advised customer as per page 218 of his owner s manual that the far setting will detect collisions from farther away and apply limited braking. Writer advised customer the far setting allows for more response time. Writer advised customer the near setting will warn you of a possible collision with the vehicle in front of you when you are much closer. Writer advised customer as per the owner s manual this allows for a more dynamic driving experience.
Briefly summarize why the customer is contacting Chrysler: Customer stated that he is not sure his distance brake is working. Customer proceeded to say that getting hot air out of his vents and the whole vehicle would get hot, and he feels he is not getting very good mileage. Heated steering wheel does not work with the remote start.
Briefly summarize what the customer is expecting: Customer is seeking resolution with his issues.
Writer advised the customer to go to the dealership and have them test

his braking system to make sure it is working. Writer informed the customer she would escalate his case to a case manager to look into his other issues further.
***REQUEST FOR SPECIAL HANDLING***
NIC of TL consulted: PG725
Reason for special handling request: Customer is not happy with his vehicle, he feels he is having too many issues for such a new vehicle.
What customer is expecting: Customer is seeking resolution for the issues and overall satisfaction.
Customer's preferred method of contact: Phone
Customer phone number (Morning): [redacted]
Customer phone number (Evening): [redacted]
Customer email address: g[redacted]
Dealer code (if applicable):59578
Dealer personnel involved (if applicable): N/A
Assigned case to 86SÙ for Special Handling
Reassigned to 88D
* * * * * CASE MANAGER TEAM Customer Resolution Team * * * * *
Service dealer: 59578
Ownership: Original
Owned: 1
Service Contract: None
Vehicle within warranty.
Status update provided via email to the following email address: [redacted]
My name is Tina. I have been assigned as your Case Manager. Here is some information that will be helpful to you.
Your case number is [redacted]
Chrysler Case Management telephone number is 1-800-763-8422.
My direct extension is 66178.
My work hours are 7:00-3:30pm Mountain Standard Time Monday-Friday.
We understand that you are having concerns with the vehicle. We will need you to contact the dealership and get a diagnosis for the concerns. We will contact you and the dealership no later than Friday, 01/03. We appreciate your understanding.
End of Status Update
CONTACT UPDATE - 1st Contact attempt. Per lines 45-54.
Begin Customer Message reviewed:
Please call me at [redacted]8. Been to the dealership many times. You can see this by looking up at the records. There is always something going wrong with the car and I have spent too much time, money and effort bringing it back and forth for servicing. Now, the heated seat module needs to be replaced. I ve had it .... the car is too expensive for me to be going through this. I d like to have the car replaced or return it without penalty. I am also looking if this can be used for California s 'lemon law.' I understand all new vehicles have some problems, but this is ridiculous.
End of Reviewed Customer message
Writer contacted customer [redacted]. Writer left message and advised would like to discuss information with customer.
Customer contacted writer. Customer explained having so many problems with the vehicle. Customer informed does not want the vehicle anymore and problems keep occurring. Writer offered customer to continue working with Jeep for resolution and 1 month s car payment. Customer declined and requested replacement vehicle. Writer informed case will be reviewed by Care Analyst Team and customer will be receiving a callback within 3-4 business days. Customer advised vehicle has had many repairs and customer does not want to get stuck with it.
********** 91L Review **********
Called owner and explained have forwarded case to Dealer to use all corporate resources to resolve vehicle issue. Advised owner to keep in touch with SM for most current status and if he is not contacted within 5 business days to call me at 888-542-7239, ext 2166.
********** 91L Review **********
Owner is seeking relief under the California state
1. What does the customer allege is wrong with the vehicle? COLLISION

WARNING SYSTEM
2. Was the vehicle purchased new and used? NEW
3. If used, what number owner is the customer and what was the mileage? N/A
4. Is customer claiming # of repair attempts or # of days out of service? SERVICE
5. Does the condition described by the customer still exist? YES
Customer has been referred back to the dealership.
Reassigned to the West Business Center (TMT).
Customer was contacted today at (1:23pm).
Customer was provided with agent s name and extension if the customer needs to re-contact the agent.
Customer was informed they should be contacted within 5 business days.
010614 reassigned to am jsc9 to review and respond to owners request for lemon law relief tmt
1/13/14 AM JSC9 attempted to contact customer today, but was only able to leave a message for return phone call. Please note that AM JSC9 has reviewed service records and at this time, Chrysler Group, LLC would not be responsible to replace or repurchase the vehicle. Customer will be notified of decision once customer returns phone call. AM JSC9 is closing and tracking this CAIR as final resolution has been determined. JSC9
Spoke with owner and he stated he is upset because he called AM back and he has not returned his call. I read the notes to him and told him would have AM call him. He asked me if Jeep is not replacing or repurchasing what will they do. I explained to him he could be assigned a case manager who will assist with another repair and oversee things for him. He said never mind that how do I get compensated. I told him a case manager may be able to assist with that, depending on his repairs. He interrupted me and said he just wants to be compensated, not do any more repairs and said he will just call his original case manager back because she offered him lease payment and for me to also give AM message to call him.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBT7 | EC[redacted] | ***Open Date*** | 12/18/2013 | ***Built Date*** | 07/09/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 10/24/2013 | ***Mileage*** | 2,000 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 45358 | STEVENS CREEK CHRYSLER JEEP DODGE | | | |
| ***Dealer Address*** | 4100 STEVENS CREEK BLVD | | | | |
| ***Dealer City*** | SAN JOSE | ***Dealer State*** | CA | ***Dealer Zip*** | 5129 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | SUNNYVALE CA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Recall - N58: REPROGRAM INSTRUMENT CLUSTER & ABS / ALT. GROUND - Reoccurance or Related Problem | Customer having issue with brakes and warning lights |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer having recall reoccurrence. Customer states his brake warning lights are going on and off intermittently and his brakes are making loud noises and is concerned it is a reoccurrence of the same issue.
Briefly summarize what the customer is expecting: Vehicle fixed. Agent contacted DLR 45358 and spoke with SA Joe who confirmed that the recall had been completed but warranty claim is still being submitted as it was completed 10 days ago. SA Joe would like to book an appointment to have the vehicle looked at, agent advised customer we would like to get them transferred to the DLR to book an appointment to look into the reoccurred issue. Agent warm transferred to SA Joe to book appointment.
Assigned to KM788 for no diagnosis survey by-pass

## Customer Assistance Inquiry Record (CAIR)# 2[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG7 | EC[redacted] | ***Open Date*** | 12/21/2013 | ***Built Date*** | 06/04/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/06/2013 | ***Mileage*** | 1,727 | ***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*** | 62012 | TETERBORO CHRYSLER PLYMOUTH JEEP | EAGLE | | |
| ***Dealer Address*** | 469 ROUTE 46 | | | | |
| ***Dealer City*** | LITTLE FERRY | ***Dealer State*** | NJ | ***Dealer Zip*** | 07643 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | ROADSIDE |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | CLIFFSIDE PARK NJ null | ***Country*** | UNITED STATES |

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2013-12-21
Road Side File Created 12-21-13 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
STATE ROUTE 17 469 ROUTE 46
**********
PARAMUS LITTLE FERRY
NJ USA NJ
BRAKES LIGHTS AND FORWARD COLLISION LIGHTS RANDOML
DEALER CODE : 62012 TETERBORO CHRYSLER DODGE JEEP RAM

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG2 | EC1[redacted] | ***Open Date*** | 12/23/2013 | ***Built Date*** | 03/30/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/02/2013 | ***Mileage*** | 2,905 | ***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*** | 45627 | HENDERSONVILLE CHRYSLER DODGE | | | |
| ***Dealer Address*** | 401 DUNCAN HILL ROAD | | | | |
| ***Dealer City*** | HENDERSONVILLE | ***Dealer State*** | NC | ***Dealer Zip*** | 28792 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | NAPLES FL [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Air Conditioning / Heater - Auto Temp Control System - Other - Default | A/C Auto keeps getting stuck on Recirculation Air. |
| Product - Electrical - Lamps and Switches - Other - Default | the clollision warning light on |
| Product - Electrical - Satelite Radio System - Intermittent/Cuts In and Out - Default | will loose reception |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default | will switch to different stations and aux on own |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

Dealer code: 57778
POC Name: Graham, SA
POC number/ email: 239-294-2100
Customer Name: [redacted]
Current mileage: 2,119
Customers concern:
- AC concerns
Is customer in rental: No
Is customer waiting at dealer for repairs: Yes
All customer contact numbers: [redacted]
Best time of day to contact customer: Anytime
Dealer diagnosis (if completed): Not completed
Writer contacted dealer 57778, Graham Service Advisor. SA states that the customer is concerned with the system getting stuck in Recirculation. SA advised that when the vehicle is placed in the Auto system it will go straight Recirculation air. SA states that the customer advised that it can only be taken out of Recirculation by manual pressing it out. SA was informed by the customer that this creates a noise. Writer conformed that the customer was placed in a rental under the Service Contract. SA advised that the customer will be picking up the vehicle tomorrow. Writer confirmed that if any repairs are found that the vehicle will be fixed.
Status update provided via email to the following email address:

[redacted]m
My name is Ruth and I have been assigned as your Customer Advocate with Jeep Enhanced Customer Satisfaction. Here is some information that you may find helpful:
Enhanced Customer Satisfaction phone number: 1-800-763-8422
My direct extension: 66249
My work hours: 9:00 AM to 5:30 PM Eastern Standard Time, Monday Friday
I will contact you by telephone to review your case with you.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message.
Writer contacted dealer 57778, Graham Service Advisor. SA advised that the customer did pick up the vehicle yesterday. SA states that the TSB was completed on the vehicle. SA informed writer that the customer was provided a lap top to be able to see the flaps of A/C are working. SA states that the customer was shown that the noise does happen from Manual to Auto but all parts are working. SA advised the customer stated that he will be writing Jeep a letter and left with the vehicle.
Writer attempted to contact customer at [redacted] Left message.
***Enhanced Customer Satisfaction Team****
Owner is being handled by the Enhanced Customer Satisfaction Team. Warm transfer customer to 866-275-1420.
Writer attempted to contact customer [redacted]. Left message.
2nd attempt made to contact customer. Left message.
Writer contacted dealer 57778, Mildred Assistant Manager states that the R.O. is closed. AM states that there is no additional information showing customer came back. Writer confirmed new number [redacted] to reach the customer.
Writer contacted customer at [redacted] Customer states was told previously that if there was a concern to take the vehicle to the dealer. Customer states that this is something customer can do on his own and not with assistance. Customer advised the customer as the customer s advocate writer would like to work with customer to ensure all concerns are being addresses. Customer states current concern is with the Daytime lights in the vehicle are to dim. Customer has read that the instrument panel can be brighten but has not helped. Customer would like to just take the vehicle in for 3-4 hours then have to dealer with a rental vehicle.
Writer confirmed customer does not know when the vehicle will be taken in. Writer advised customer that a call will be made to the customer in one week to speak with the customer.
Dealer code: 57778
POC Name: Graham/SA
POC number: na
POC email: na
Current mileage: 2191
Customer name: [redacted]
Customers concern: 1. there is a new revision to the transfer case appliyed to the vehicle. 2. instramental cluster is too dim.
Is customer in rental: no
Is customer waiting: yes
All customer contact [redacted]
Best time of day to contact customer: na
Dealer diagnosis (if completed): no
Do you 57778 understand ECS and have you explained ECS to the customer
Writer advised to complete the diagnosis and to contact us once completed with cost information.
Provide CAIR # [redacted]
Writer called Dealer NAPLES DODGE CHRYSLER JEEP to speak with Service Asvisor Graham. Left Contact information.
Customer advised that he brought his vehicle into the dealership for the transmission down shifting issue and the instrument cluster dimness in the daytime. Customer advised that he did not need a vehicle and picked up his vehicle after the diagnosis.
Writer called Dealer NAPLES DODGE CHRYSLER JEEP to speak with SA Graham.

Left Contact information.
SA Graham left message.
SA Graham left message.
Writer called Dealer NAPLES DODGE CHRYSLER JEEP to speak with SA Graham.
SA states that there is no adjustable for the dimness on the instrument cluster. SA states that the only way to resolve the issue with the transmission is if a software update becomes available and if one will even become available. SA states as a side note that doing a reset of the transmission would potentially affect the issue.
Writer called Dealer NAPLES DODGE CHRYSLER JEEP to speak with SA Graham.
SA was unavailable. Writer was unable to leave a message.
Writer called Dealer NAPLES DODGE CHRYSLER JEEP to speak with SA Graham.
CA informed SA that in order to get the TS involved that the vehicle will need to be brought in. CA informed SA that we will offer a rental vehicle. SA Graham advised to have the customer make an appointment.
Status update provided via email to the following email address:
[redacted]
My name is Dustin and I have been assigned as your Customer Advocate with Jeep Enhanced Customer Satisfaction. Here is some information that you may find helpful:
Enhanced Customer Satisfaction phone number: 1-800-763-8422
My direct extension: 66221
My work hours: 10:00 AM to 6:30 PM Eastern Standard Time, Monday Friday
I will contact you by telephone to review your case with you.
End of Status Update
Writer called customer at [redacted]. Customer advised that he will try and get the vehicle into the dealership on 2/10. Writer advised that we will follow up then.
Dealer code: 57778
POC Name: Carlos/SF
POC number/ email: 239-776-2987
Current mileage: 2445
Customers concern: transmission not shifting, gauge illumination not bright enough during the day, satellite radio becomes unresponsive
Is customer in rental: yes
Is customer waiting: no
All customer contact numbers [redacted]
Best time of day to contact customer: any time
Dealer diagnosis (if completed): not done.
Writer advised to place customer in rental. Writer advised to diagnose and wait for TS contact before starting repairs.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-02-10 @ 10:06
Writer called customer. Writer informed the customer that their case was escalated to a TS.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer called customer. Elumination of the instrament cluster is very dim. Customer advised that it gets darker after awile on the fuel guage and the engine temperature guage. Customer advised that he would like to see what can be done.
Customer advised that all his other concerns were resolved but the elumination concern.
Writer called Dealer NAPLES DODGE CHRYSLER JEEP to speak with SM Casey.
Writer was placed on hold for over 5 minutes. Writer disconnected the phone.
Writer called Dealer NAPLES DODGE CHRYSLER JEEP and spoke with SM Casey.
SM states that they brought the elimination up as high as possible on the instrument cluster.
Writer called customer. Customers wife advised that Mr. Meyer is unavailable.
Writer called customer. Left Message.
Writer called customer. Customer advised that the fall back collision

warraning does not work. Customer advised that the elumination ok and then after a while it gets dark. Customer will make an appointment with the dealership. Writer advised that we will follow up on 2/25.
Dealer code: 57778
SA/SM Name: Graham SA
SA/SM number/ email: dealership number
Current mileage: 2500
Customers concern: collision warning system not working, key fob needs to be reprogrammed.
Is customer in rental: customer being placed into rental
All customer contact numbers: [redacted]
Best time of day to contact customer:
Dealer diagnosis (if completed): Writer informed SA to proceed with diagnosis and wait to hear from TS before proceeding with any repairs.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-02-25 @ 09:54
Writer called customer. Writer informed the customer of line 169-171.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer called customer. Writer informed the customer of lines 177-178.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted]0 FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer called customer. Operator advised that the customer is currently unavailable.
Writer called customer. Writer informed the customer of line 186-187.
Customer would like to know why the part is currently on available.
Writer called Dealer NAPLES DODGE CHRYSLER JEEP to speak with the Parts Department. Writer spoke with Fanzee who states that the D2D has been accepted by another dealership. Fanzee states that the order number is C0228A and part number is 68109355AF.
Writer informed the customer of lines 192-194.
Graham sa called to advise that the customers vehicle is at the dealership the part is there, and the dealer put customer in a rental.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-03-11 @ 11:36
CAIR ESCALATION UPDATE
SEE STAR CASE# 6[redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# 6[redacted] FOR INFORMATION
Writer called customer. Writer informed the customer of lines 202-205.
Writer informed the customer that a follow up will take place 3/13 to see how the repairs went.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer called customer. The customer advised that the vehicle is repaired. Customer would like a week to confirm the repairs.
CAIR ESCALATION CLOSURE
SEE STAR CASE# 6[redacted] FOR INFORMATION
VIN: 1C4RJFBG2 EC[redacted]
Dealer code: 57778
POC Name: Graham, Service Advisor
POC number/email: 239 248 0517
Current mileage: 2905
Customer name: WOLFGANG MEYER

Customer concern: The Sirius radio receptions cut out. The radio will not load at times. The collision warning system light on
Is customer in a rental? No
Is customer waiting? Yes
All customer contact numbers: [redacted]
Best time of day to contact customer: During the day
Dealer diagnoses: Have not diagnose yet
Call received from Graham/SA requesting to put customer into a rental vehicle. Writer approved rental and advised SA to contact ECS back once a diagnosis is available for next steps.
-- Customer not waiting. Rental approved.
SA Gram DC 57778, called to speak with their Case Manager. Transferred the customer to CR1312 at ext 66039, because DH785 was not available
Correction to 233: CR913.
Graham/SA advised that they are recommending TSB #: 08-089-13 for antenna replacement. Once antenna is replaced, the dealer will then be able to continue diagnostics on the radio not loading at times. Graham/SA requested a TS contact the customer to explain the Collision Warning System. Writer advised this is not an option. Graham/SA states there is no issue with the warning system, it is only the customer s belief that he knows how the system is supposed to work. Dealer says NPF and TS previously has said NPF with system. Graham/SA is very frustrated and would like customer to be able to comprehend system and receive specifics on how the system is supposed to function.
TS has advised: This system will only warn the customer when all conditions are met. It is not designed to replace the custmoer paying attention to the road and will only warn the customer when it feels that a collision is likely.
Requested specifics from TS.
Pages 216-219 in Owner s Manual.
Writer called customer. Left Message.
Writer called customer. [redacted] Customer states that the radio still shows blank about 1 in a 100 times the customer starts. Customer states that every once in a while when driving that the vehicle is still jerking and almost coming to a stop. Customer states that he will be going to HENDERSONVILLE CHRYSLER DODGE 45627 and would like a follow up on 4/2.
Writer called customer. Phone line kept ringing for one minute and then stated that the machine is off. No option for voicemail.
Writer called HENDERSONVILLE CHRYSLER DODGE 45627 SM Mike. SM Mike states that the customer has not made an appointment.
Status update provided via email to the following email address:
[redacted]
Mr. [redacted]
My name is Dustin from Jeep Enhanced Customer Satisfaction. I was informed from the dealership that an appointment has not been set. If an appointment has not been set by 4/4 then the case will close. You can reach me at 800-763-8422 EX. 66221
End of Status Update
Begin Customer Message reviewed:
I mde appointment for the GC on 04/03/2014 at the Hendersonville,NC dealer
End of Reviewed Customer message
SA Chuck called for CM and was transferred to 66266 for further assistance.
Chuck sa called in with diagnosis of no codes, but there is a STAR S130800024 states do not test, have verified that the adaptive cruise control is working and tire rotations was done per customer.
Dealer code: 45627
POC Name and position: Chuck sa
POC number: 828-692-8777
POC e-mail:
Current mileage: 3813
Customer concern: forward collision warning system not working not applying brake when it should
Dealer diagnosis: found no codes STAR S130800024 advised no test
Recommended repairs:

Is the customer in a rental: yes
Is the customer waiting no
Customer name: [redacted]
All customer contact numbers: [redacted]
Best time of day for contact: anytime
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-04-03 @ 11:29
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Customer called stating that he dropped the vehicle off at the dealership and was told that nothing was wrong. Customer would like CA contact the dealership.
Begin Customer Message reviewed:
Hello Dustin, I talked to you yesterday at about 4:00pm. You told me you would call the dealer in Hendersonville, NC. I did not get a call back from you. So I just called the dealer and they told me no one from Chrysler/Jeep had called about the car.
I am going to pick up the car now.
Please inform me what the next step is.
Regards
[redacted]
End of Reviewed Customer message
Writer called Dealer HENDERSONVILLE CHRYSLER DODGE to speak with SA Chuck. SA Chuck states that the vehicle has been ready for pickup. SA states that everything is operating as normal.
Writer called customer. Operator advised that the customer was unavailable.
Begin Customer Message reviewed:
Hello Dustin, I am at [redacted]
[redacted]
End of Reviewed Customer message
Writer called customer. Operator advised that the customer is currently at the dealership.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-04-08 @ 15:02
Writer called Dealer HENDERSONVILLE CHRYSLER DODGE to speak with SA Chuck who advised that the radio and navigation is in need of a software update.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer called customer. No option for voicemail. Writer was unable to leave a message.
Status update provided via email to the following email address:
[redacted]
This is Dustin your Customer Advocate from Jeep Enhanced Customer Satisfaction Group. I was informed from the dealership that your vehicle has been repaired and returned to you. If everything is repaired and to your satisfaction then there is no need to give me a call back and the case will close in 2 business days. However if you have any questions or concerns in the meantime you can reach me at 800-763-8422 EX. 66221
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFDJ2 | EC[redacted] | **Open Date** | 12/23/2013 | **Built Date** | 04/18/2013 | |
| **Model Year** | 2014 | **Body** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/22/2013 | **Mileage** | 0 | **Dealer Zone** | 66 | ORLANDO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| **Engine** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 23955 | FIRKINS C-P-J-E | | | |
| **Dealer Address** | 2700 FIRST STREET | | | | |
| **Dealer City** | BRADENTON | **Dealer State** | FL | **Dealer Zip** | 34208 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | E-MAIL |
| **Address** | [redacted] [redacted] | **Home Phone** | [redacted] |
| | BRADENTON FL[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Body Control Module - Other - Default | BCM Has Been Replaced 4 Times |
| Product - Electrical - Horn - Other - Default | Horn not working correctly |
| Product - Electrical - Unknown - Other - Default | Impact sensors not working |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Body control module problems
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
We have been having problems with our 2014 SRT Jeep since 3,800 miles and still haven t been able to get problem fixed and were going on 12,000 miles
now. It has been at Firkins dodge at least 12 times.b We understand that it
qualifies for the lemon law. But we love our Jeep. We need to speak with someone that has the ability to tell us what is the best route for us and Jeep. We don t want to get rid of our jeep but someone has to understand the frustration of paying 73,000 for a new vehicle and not having any peace
of mind in the last 6 months that something is going to go wrong again this
week. Please can someone asist.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.
I would like to look into your concerns further however in order to do this I would need to contact the dealership and get more information on

the issues that your vehicle has been having and what repairs have been done up until this point. The dealership is currently closed however what I will do is contact them tomorrow (12/24/2013) and provide you with an update via email as soon as I have obtained more information.
We apologize for any inconvenience this delay may cause you, and sincerely thank you for your patience.
Thanks again for your email.
Sincerely,
Sarah
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
-
Agent contacted Firkins Chrysler (23955) and spoke with service advisor Brian. Agent asked for the dates and concerns that customer has been in for. Brian provided the following information:
09/18/2013 horn not working correctly, checked for inoperable horn, bcm was bad and replaced.
09/19/2013 horn not working again, replaced bcm module
10/01/2013 - bcm had to be replaced again
11/11/2013 replaced bcm again
11/18/2013 front impact sensors were not working properly, recall was completed for this concern
11/27/2013- seat memory not holding, acc failure light came on, park sensor issue p0585 code showed up, no repaired needed, cleared codes
12/02/2013 park assist not working, flickering between the sensors, - update available for the radio, did update, fixed concerns
12/11/2013 impact sensor not working when they completed the radio update on 12/02/2013 and it changed the system functions and they showed the customer how to understand it.
-
[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Thank you for your patience while we looked into this further for you. I have been in contact with Firkins Chrysler and discussed the issues with your vehicle and the repairs that have been done. At this time I am going to be escalating your information to case manager for further review.
Your case manager will be in contact with you within one business day to discuss your concerns more. Please keep in kind that because of the holidays, the contact could take a little bit longer.
Thanks again for your email.
Sincerely,
Sarah
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
-
Customer advised a call back is required and will take place within one 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: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? Firkins Chrysler (23955)
Reassigned to 88F
CONTACT UPDATE - 1st Contact attempt, emailed customer.
Status update provided via email to the following email address:
[redacted]
This is Lima with Customer Care. I am writing to inform you that your case manager Jacob is currently out of the office. He will contact you in 1 to 2 business days in regards to your case. If you have any questions or concerns you can contact your case manager at 800-763-8422 ext: 66035
Thank you.

End of Status Update
* * * * * CASE MANAGER TEAM - Customer Resolutions Team * * * * * *
Status update provided via email to the following email address:
[redacted]
My name is Jacob and I have been assigned as your case manager. Here is some information that will be useful for you to have:
Your case number: [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66035
My work hours: 8:30AM-5:00 PM EST
I am still researching your case so that I can provide you with the possible resolution. I will follow-up with you no later than 1/2/2014. I want to Thank you for your patience and for being part of the Jeep Family
End of Status Update
Status update provided via email to the following email address:
[redacted]
[redacted] Case Manager Jacob. I do apologize at this time I am still researching your case. I will have all the information needed tomorrow 1/3/2014. I will follow-up with you after completing all my research. I do want to thank you for your patience and for being part of the Jeep Family.
End of Status Update
Agent attempted to contact dealer SM Keith Joy, however,
SM not available. Left message for a return call at extension 66035
Status update provided via email to the following email address:
[redacted]
This is Jacob Your Case Manager. I have been in contact with your dealership and am currently waiting for a call back. I will follow-up with you no later than 1/7/2014. Again thank you for your Patience and for being part of the Jeep Family.
End of Status Update
Writer contacted dealership. Writer left message for SM Keith requesting call back.
Status update provided via email to the following email address:
[redacted]
This is Levi with Jeep Customer Care. I am contacting you on behalf of your case manager Jacob. I am contacting you to inform you that we are still waiting to hear from the dealership and will be contacting you when we get in contact with the dealership. Thank you for your patience. Thank you for choosing Jeep and have a great day.
End of Status Update
Status update provided via email to the following email address:
[redacted]
This is Jacob Your Resolution Specialaist. I still do not have any information on the diagnosis. I will follow-up with you again no later than 1/13/2014 thank you for your patience. Thank you for choosing Jeep for your Transportation needs.
End of Status Update
Status update provided via email to the following email address:
[redacted]
Mr. [redacted]
This is Jacob your Resolution Specialist. I am still currently researching your case as I have not been able to confirm an accurate diagnosis on your vehicle and will follow-up with you no later than 1/16/2014. Thank you for your Patience and for being part of the Jeep Family.
End of Status Update
I just received your email from dec 24? Ironically i just did a survey yesterday for jeep outlining our still problem. But have yet to personally talk to anyone from jeep about this. Hopefully you can read survey then get back to me. [redacted] I m a driver so you might have to leave a message and as soon as it s safe to pull over I

will call you back.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Our records indicate that you currently have a case open with us and a case manager is handling your file. I will update your file with your most recent email however at this time I would advise you to contact your case manager directly for further assistance. Your case manager s contact information is as follows:
Case manager: Jacob
Contact number: 1-800-763-8422 ext: 66035
Hours: 8:30AM-5:00 PM EST
Thanks again for your email.
Sincerely,
Sarah
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
M[redacted]e lef VM and asked for a callback.
Agent attempted to contact dealer SA Mike, 9/18/2013 was the first time.
SA Mike transferred the call to Service Tech Donald. Service Tech advised that Dealer has replaced the BCM and performed a flash. Customer was not happy with the way the vehicle was braking due to the collision warning prior to the flash. After the flash it is working differently and customer was not happy with the way it worked. The customer now wants the vehicle to work the way it before the flash. Agent Advised that this vehicle has been selected for ECS team. Agent advised Tech that he will most likely receive a call from a TS.
Attempt made to contact customer at [redacted]3. Left message that this vehicle has been selected for the Enhanced Customer Satisfaction and that customer would be contacted within 24-48 hours.
Writer contacted Tech Donald who advised he doesn t see where there is an actual issue. Tech Donald advised the vehicle is not in the dealership at this time, writer advised it does need to be in the dealership before we can escalate the case up to a TS. Spoke with SM Brian and advised customer s vehicle will need to be back in the dealership and they need to be put in a rental if they need one. in a Tech Donald Brian is the contact.
Writer spoke with customer who said there are additional issues not addressed. Customer advised that after the last flash, the backup camera is grainy and choppy and also the memory seats are set and cannot be reset and that the navigation is also having issues. Customer advised the best time to reach him is in the afternoon at [redacted] or email [redacted]. Customer advised that for every time that is documented that it has had been in the dealership it has actually been in the shop 4 times. The adaptive cruise doesn t have an issue, the crash warning has the issues. Customer will be bringing vehicle in on Monday and writer will contact then to have the case escalated to a TS.
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Writer attempted to reach customer, left message.
Customer left message informing writer that his wife will bring vehicle in to dealership tomorrow morning.
Writer spoke to SM Keith. SM states that the customer is complaining about the power seats being programmable, and on the warning light in the center of cluster does not come on when approaching objects in front. SM states AM and TA were at the dealership and have concluded that there is nothing further to be done. SM will discuss with customer. SM states no further escalation needed.
Writer attempted to reach SM Keith. Left message to ensure that customer has picked up vehicle and has been updated by SM.
Writer attempted to reach customer, left message.
Writer attempted to reach customer, left message that case will be closed in two days if no contact.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJG1 | EC[redacted] | **Open Date** | 01/03/2014 | **Built Date** | 05/22/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 06/01/2013 | **Mileage** | 11,000 | **Dealer Zone** | 71 | LOS ANGELES | |
| **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** | 24124 | SHAVER JEEP | | | |
| **Dealer Address** | 3888 EAST THOUSAND OAKS | | | | |
| **Dealer City** | THOUSAND OAKS | **Dealer State** | CA | **Dealer Zip** | 91362 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | THOUSAND OAKS CA[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Recall - N58: REPROGRAM INSTRUMENT CLUSTER & ABS / ALT. GROUND - Advise Owner/Incomplete Recall | agent informed cust of recall |
| Product - Electrical - Unknown - Other - Default | customer states error msg appears on dash about FCW |
| Product - Electrical - Cruise Control - Other - Default | customer states error msg on dash appears for ACC |
| Product - Drivability - Unknown - Stalling - Default | customer states vehicle stops while driving |

Briefly summarize why the customer is contacting Chrysler: Customer states he keeps receiving error messages stating there is an error with the Auto Cruise Control and the Forward Collision Warning. Customer states once the messages appear the vehicle s shift locks and the vehicle stops completely. Customer stated this had happened in Aug, in Sept and again today. Customer stated he is upset this has been happening and wants to know who he can speak to about the issue.
Briefly summarize what the customer is expecting: Customer seeking a fix for the issue.
Agent inquired where the vehicle was. Customer states he had the vehicle and is taking it to the DLR when he is done work. Customer states he was told by the DLR they would not be able to look at the vehicle until next week. Agent stated to further assist a DLR diagnosis would be needed. Agent informed the customer of the open N58 recall, which could affect the issues he is having with the vehicle. Customer stated he would speak with a DLR and call back in once the vehicle was diagnosed.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM4 | EC[redacted] | **Open Date** | 01/08/2014 | **Built Date** | 10/24/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 12/23/2013 | **Mileage** | 228 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 65146 | KEENE CHRYSLER DODGE JEEP | | | |
| **Dealer Address** | 410 WINCHESTER ST | | | | |
| **Dealer City** | KEENE | **Dealer State** | NH | **Dealer Zip** | 03431 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | SWANZEY NH[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Fuel System - Fuel Tank - Other - Default | door does not close tight |
| Product - Electrical - Trip Computer / EVIC - Other - Default | fcw does not work properly |
| Corporate - Survey By-Pass - No Response - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer stated that he had the vehicle serviced at the dealership because the fuel door does not close tight and stated that the inside sticks out and can push on it and bounces. Customer states that the dealership stated that this is the way the vehicle is designed. Customer states he showed the salesman another diesel vehicle and showed him that it closed tight. Customer states that the dealership stated that once it warms up that it will close tight. Customer states that the other issue was with the front collision warning does not work properly and the dealership stated that it will only work with the adaptive cruise control on. Customer states that he read other forums with people having the same issues.
Briefly summarize what the customer is expecting: Customer is seeking to have the door on the fuel tank closed tight and also to have the issue with the front collision resolved.
Agent advised customer that we would have to contact the dealership for the diagnosis and will contact him back once we speak to them. Customer would like to be contacted back at home [redacted]
cell [redacted]
Agent contacted the dealership 65146Ù to confirm details of diagnosis. Spoke with Service Advisor ToddÙ.
What is the diagnosis? Todd stated that the Shop foreman was looking at the vehicle and stated that the fuel door over flushed by design and the diesel model has a seal around the door and they compared to other vehicles on the lot and it is the same as the vehicles on the lot. The Shop forman advised customer that this was the way the vehicle is designed. Todd stated that regarding the front collision warning light. Shop foreman road tested the vehicle to verify the operation of the forward collision warning system and what he found was that the braking option was turned off and that was modified in the radio control screen.

Shop foreman printed off the STAR case and gave further details on how the system works and gave the customer a copy of it
*Have you had an opportunity to do a test drive with the customer? Yes for the front collision warning light.
*Has STAR been contacted? Yes for the issue with the forward collision warning system. STAR case #[redacted]
Agent contacted the customer and advised of above information.
Customer stated that he went out in the parking lot with the sales man George Davenport and stated that the fuel doors were all flushed with the body and tight when he went out with the sales person and his vehicle is not. Customer also stated that the dealership said that the Adaptive cruise control had to be on for it to work correctly and the customer stated that in the paperwork from STAR and also in the owner s manual it does not say to do that. Customer states he is still having issues with the front collision warning light not working correctly. Agent contacted the dealership back and spoke to the Service director Brian to advise that the customer is still having issues with the front collision warning light not working properly and that the sales man showed him the vehicles and that the fuel doors on the other ones on the lot were flushed with the vehicle and not loose. Customer stated that the dealership told him that the adaptive cruise control had to be on in order for the front collision warning light to work properly.
Brian Service Director will be in touch with the customer tomorrow morning regarding these issues. Agent advised customer that Service Director will contact him back tomorrow and if he has further issues to contact us back.
Agent contacted customer back to touch base and spoke to his wife Sue who stated she will forward a text to her husband to contact us back. Next agent just document to see if the dealership contacted him back and if he got his issues resolved.
The customer called back and stated the dealership contact the customer and he stated they said it is working correctly but the customer stated he still doesn t think its working right. The customer stated a service person took a Summit for a driver and he couldn t get the warning to go off either.
Customer called back and stated that the dealership has not contacted him and his adaptive warning works but the forward collision warning does not work.
Customer further stated that the dealership stated it worked as designed the last time he spoke to them but he disagrees.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code?KEENE CHRYSLER DODGE JEEP 65146
Reassigned to 88F
Status update provided via email to the following email address: [redacted]
Hello, my name is Lafe and I will be your case manager.
Here is some information that you might find helpful.
Your case number is [redacted]
I work from 6:30am until 3:00pm Mountain Standard Time, and am available Monday through Friday.
Phone number to contact me is 1-800-763-8422 extension 66011.
Thank you.
End of Status Update
Writer called KEENE CHRYSLER DODGE JEEP at 603-357-0808, spoke with Todd and asked about the customer s vehicle. Todd said that Todd will transfer writer to Parts / Service Director Brian. Brian said that customer has not rescheduled an appointment for inspection.
Writer called customer at [redacted], left message with customer s wife, Mrs. [redacted] to have the customer return writer s contact.

CONTACT UPDATE - 1st Contact attempt, Lines 94-95
Writer called customer at 6[redacted]0, left message for the customer.
Writer called customer at [redacted] left message with Mrs. [redacted] for the customer.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Lafe; I am your case manager. I spoke with Brian at KEENE CHRYSLER DODGE JEEP, and was informed all that is needed is for you to call and schedule an appointment for inspection. If you need to speak with me please call me at 1-800-763-8422 extension 66011, or respond to this e-mail.
End of Status Update
Writer called customer at [redacted], left message for the customer.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCGX | EC[redacted] | ***Open Date*** | 01/09/2014 | ***Built Date*** | 08/24/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 01/03/2014 | ***Mileage*** | 285 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***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*** | 24002 | SKYLAND CHRY-JEEP | | | |
| ***Dealer Address*** | 255 SMOKY PARK HIGHWAY | | | | |
| ***Dealer City*** | ASHEVILLE | ***Dealer State*** | NC | ***Dealer Zip*** | 28806 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | WAYNESVILLE NC [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Navigation System - Intermittent/Cuts In and Out - Default | Navigation freezes and provides wrong directions |
| Corporate - CNA Change - Default - Default - Default | Updated customer information |
| Product - Electrical - Reverse Camera - Other - Default | Vehicle warning system not functioning properly |

Customer contacted CAC stating that he has been undergoing concerns on his vehicle with his blind spot monitor/forward collision system. Customer states that it is supposed to have an option on it where it is supposed to have audio options as well as visual but the customer is unable to access the audio option. Customer states that it is a 1 and a half hour drive to the dealership every time he needs to see them regarding this concern. Customer further states that his navigation has concerns on it where it visually informs him of the wrong direction to take but the audio tells him the correct direction and also stated that his uconnect navigation screen will freeze on him quite often. Customer states that his concern was brought to the dealers attention twice and at this time customer was informed by the dealership SM that they are looking to get a module replaced on the vehicle and stated that he was told that there may be several modules that need to be replaced and the dealership is unsure of which module will actually resolve the concern. Customer states that he would just like to have the whole unit replaced and further does not wish to make that many trips to the dealership because it is an hour and a half drive. Customer states that there is one module which was already ordered for the customer but it will be 2 weeks before they can be reached. Customer further states that he would be looking for a call back regarding this concern very soon.
Assigned to 86T
Agent attempted to reach the service manager regarding this concern. Agent was only able to leave a detailed message with service manager Matthew. Agent advised that he would like detailed confirmation of the customers concerns and provided the jeep line number and case number and advised he would be able to call back and leave detailed information

regarding this concern. Next agent please gather detailed information about the concerns on the customers navigation unit and forward collision system on the vehicle so concerns can be further escalated.
SM Matthew from dealer 24002 called in and stated they have a star case open and they have a blind spot module ordered. The vehicle will illuminate in the mirror but will not chime. SM could not confirm the navigation issues. They did a radio update for the software. SM states the navigation is not the initial concern of the customer and it was added later. SM stated that he has the vehicle so they could not confirm the issues. SM states the START case number is 605063 and the part number for the Blind Spot Module is 68137930AF, which should be in on Tuesday.
Reassign 86S
Reason for special handling request: Unresolved blind spot monitor/forward collision system concern
What customer is expecting: Issue resolved
Customer s preferred method of contact: Phone
Customer phone number (Morning): [redacted]
Customer phone number (Evening): [redacted]
Customer email address: [redacted]
Dealer code (if applicable): 24002
Dealer personnel involved (if applicable): SM Matthew
Assigned case to 88W for handling (ECS)
***Enhanced Customer Satisfaction Team****
Owner is being handled by the Enhanced Customer Satisfaction Team. Warm transfer customer to 866-275-1420.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, dealership was contacted, SM Matthew
was left a detail message explaining the vehicle is now part of ECS team and to please contact CA.
Writer dialed [redacted] eft a message with Ca contact information.
SM Matthew called writer and states that he has recieved the blind spot module. SM states that he has customer in a rental and have picked up the vehicle from the customer. SM requests a call back from CA at 828-242-8151.
Writer contacting SM Matthew is saying the part is on but the customer vehicle is still at the dealership.
Sm will be calling in the AM with total for DM notes.
WA/Don called for authorization. Writer advised that there is a case open.
WA/Don is asking for payment for the repair to a blind spot sensor left side and two days rental $716.50.
Writer advised that the CA will be notified and advised of her extension.
Dm notes have been added.
Writer dialed dealership and spoke to WA Don and advised that Dm notes are done.
Writer Dialed [redacted] wrong number. redialed [redacted] Left a message asking if customer is satisfied with repair.
Writer Dialed [redacted] wrong number redialed [redacted] Customer is on vacation and has not drove the vehicle. But the customer is saying only 1 out of three issues. Customer just wants the radio unit replaced.
CA advised when customer get back from vacation to contact the CA and will look into the concern. Customer is also saying the vehicle does not have lane assist but the customer thought it did have. Customer would like to know if this can be added. CA will look into this. Customer is due back on the 27th and will be contacting the CA.
CA will be sending the customer an email with CA contact information.
Writer dialed dealership and spoke to SM Matthew, will look up if lane assist can be put on this customer vehicle. And call CA back.
Writer dialed dealership and spoke to SM Matthew, Left a message asking for a call back onif lane asssit can be added to this customer vehicle.
Writer received a voice mail from SM Don stating the customer does NOT have lane assit and it can not be put on this vehicle.
Writer dialed [redacted], Ca left customer a message about the lane assist not being on his vehicle and left contact information.
Follow up call 2/7/2014.

Writer dialed [redacted], Customer is not sure if the vehicle is repaired or not as he has not driving enough. Customer is ill and cann ot drive the vehicle right now to get a diagnoses.
Customer is working with his Sales person to get into the Summit.
Customer is ok with cair being closed until he is well enough to get in for a diagnoses.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM5 | EC[redacted] | ***Open Date*** | 01/16/2014 | ***Built Date*** | 09/26/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 12/02/2013 | ***Mileage*** | 0 | ***Dealer Zone*** | 70 | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

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|---|---|---|---|---|---|
| ***Dealer*** | 60003 | MIDWAY CHRYSLER JEEP | | | |
| ***Dealer Address*** | N 550 ALBERTA | | | | |
| ***Dealer City*** | POST FALLS | ***Dealer State*** | D | ***Dealer Zip*** | 83854 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | SANDPOINT ID [redacted] | ***Country*** | UNITED STATES |

| |
|---|
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Third Call Attempt |

CQI Survey Record Received - DATE : 01/16/2014
Survey Number : 2668025
Quality Survey ID Number: 248226586
Survey Date : 01/11/2014
VIN Last 8 : EC[redacted]
CQI Comments : \\Can the brake warning be adjusted so it doesn t go off at every little thing?
* * * * * CASE MANAGER TEAM - District O * * * * * *
Customer wants to know if the collision warning can be adjusted.
Status update provided via email to the following email address:
[redacted]
Thank you for taking time to participate in our survey. Per your request I am contacting you to discuss your response. I will attempt to contact you again tomorrow or you can reach me at 1-800-763-8422 ext 66106. Please leave me a voicemail with your current phone number and best time to reach you. I also wish to Congratulate on the recent purchase of your 2014 Jeep Grand Cherokee Overland.Thank you for being part of the Jeep family.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted]
Status update provided via email to the following email address:
[redacted]
Thank you for taking time to participate in our survey. Per your request I am contacting you to discuss your response. I will attempt to contact you again tomorrow or you can reach me at 1-800-763-8422 ext 66106. Please leave me a voicemail with your current phone number and best time to reach you. I also wish to Congratulate on the recent purchase of your 2014 Jeep Grand Cherokee Overland. Thank you for being part of the Jeep family.

End of Status Update
Status update provided via email to the following email address:
c[redacted]
Thank you for taking time to participate in our survey. Per your request I am contacting you to discuss your response. I would like to inform you that if you were to have any future concerns please contact your dealership first and if needed please contact us back at 877-IAMJEEP I will be closing out the survey today. Thank you for being apart of the Jeep family.
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | C4RJFJG1 | EC1[redacted] | ***Open Date*** | 01/18/2014 | ***B ilt D te*** | 0 /02/2013 | |
| ***Model Year*** | 014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***n Service Dt*** | 9/30/2013 | ***Mileage*** | 2,161 | ***Dealer Zone*** | 42 | DETROIT | |
| ***Plant*** | C | EFFERSON 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*** | 37694 | VANANDEL-FLIKKEMA MOTOR SALES INC | | | |
| ***Dealer Address*** | 3844 PLAINFIELD AVE NE | | | | |
| ***Dealer City*** | GRAND RAPIDS | ***Dealer State*** | M | ***D aler Zip*** | 49525 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | ROYAL OAK M[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | message to wipe of sensor for adaptive cruise control |
| Product - Electrical - Unknown - Other - Default | message to wipe off sensor for forward collission-caller stated did this |
| Corporate - Dealer Information - Default - Default - Default | referred to dealership- caller refused transfer |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: The customer called in for information on the front collision detector and also adaptive cruise control. The caller states there is a message on his screen to wipe the sensor off. Caller states he did wipe the sensor off but the message is still there on his screen. Agent offered to put the caller through to the dealership for further assistance. Caller declined transfer and states he would contact the dealership on Monday. Caller states he just had the recall completed at the dealership about a week ago.
Briefly summarize what the customer is expecting: Caller wanted information on message on media centre screen

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT4 | EC[redacted] | ***Open Date*** | 01/23/2014 | ***Built Date*** | 0 /27/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 06/13/2013 | ***Mileage*** | 13,874 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 68286 | BAKER CHRYSLER JEEP DODGE INC. | | | |
| ***Dealer Address*** | 1045 STATE RD | | | | |
| ***Dealer City*** | PRINCETON | ***Dealer State*** | N | ***D aler Zip*** | 08540 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | PRINCETON NJ[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | Collision light is coming on while driving. |
| Corporate - Survey By-Pass - Dealer Call - Default - Default | No restriction on vehicle |
| Product - Steering - Unknown - Defective - Default | Turn Cruise control on Dash light showing ACC FCW |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Dealer code: 68286
POC Name: Bill/SA
POC number/ email: Same
Current mileage: 13874
Customer name: [redacted]
Customers concern:
Collision light is coming on while driving.
Turn Cruise control on Dash light showing ACC FCW
Wipe front radar sensor comes on...
Is customer in rental: yes
Is customer waiting: No
All customer contact numbers: [redacted]
Best time of day to contact customer Anytime
SA Bill was advised to diagnose the vehicle but to wait before any repairs are done for a return call from TS.
Cair # [redacted] was giving to SA.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, Jeep Dealer Code: 32- 68286 Bill/SA 609-921-2222.
Writer advised that the vehicle is not under the restriction for ECS and to repair under normal warranty procedures.
CLOSED LOOP UPDATE - no need for additional follow-up.
Writer recieved a call from 86 agent saying they have the customer on the line. JP1353 advised this agent to open a case and send to 88f as customer is not part of the ECS.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT6 | EC[redacted] | ***Open Date*** | 01/23/2014 | ***Built Date*** | 1/18/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 01/04/2014 | ***Mileage*** | 310 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 42631 | LANDMARK DODGE CHRYSLER JEEP | | | |
| ***Dealer Address*** | 6850 MOUNT ZION BLVD | | | | |
| ***Dealer City*** | MORROW | ***Dealer State*** | GA | ***Dealer Zip*** | 30260 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | ATLANTA GA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Lamps and Switches - Other - Default | headlight condensation |
| Product - Cooling System - Belts and Hoses - Other - Default | hoses broken |
| Product - Unknown - Unknown - Buzz, Squeak, Rattle - Default | nut loose in vehicle underbody |
| Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management | unsatisfactory customer service |

Briefly summarize why the customer is contacting Chrysler: Customer is calling in to make us aware of the situation he is experiencing with his vehicle. Customer states that he just purchased a new 2014 Jeep Grand Cherokee, and has experienced some issues ever since delivery. Customer states that when he purchased the vehicle and took delivery, he noticed that at only 8 or 9 miles, the headlights already had condensation inside. Customer brought this to the attention of the DLR, who stated that this was a design characteristic, and that it would eventually burn itself out and be fine. Customer states that after a week he still noticed the condensation in the lights, and brought it back to DLR 42631 to have repairs done. DLR took a look at the vehicle and fixed the lights. Customer states that at the same time as his lights repair, they were working on his heating unit, as the climate control was not calibrated properly. Customer states that he was placed in a rental for 3 - 4 days, and is appreciative. Customer states that when he picked up his vehicle, he left the parking lot, and within 10 feet, his transmission hose blew off, and nearly caused him to crash into on-coming traffic. Customer states that he was left stranded by DLR at the store down the street for over 3 hours. Customer states that he had hose replaced and fixed, but now since that repair, he has noticed a rattle, which sounds like a nut is loose in his underbody. Customer is getting very frustrated with this DLR and does not want to return there for service. Customer loves the vehicle, and works with Chrysler through his company and would like to work with a different dealership. Agent advised customer that any CJDR dealer can perform warranty work, or any work on his vehicle. Agent offered to contact a different local DLR for the customer, however

customer states that he will be out of town for a few days and won t be able to schedule an appointment until he returns. Agent advised customer of DLR 66999 Ed Voyles who is local to customer. Customer stated he would like to have his concerns documented, and will call back once he returns from his business. Agent have customer CAIR#, and advised we would be happy to assist further.
Briefly summarize what the customer is expecting: Customer is expecting us to document his concerns, and to help fix his vehicle issues.
Briefly summarize why the customer is contacting Chrysler. Customer calling for further information on his file. Customer stated he was speaking with AH1181 and he was going to contact him with dealership information to have his vehicle diagnosed and repaired. Customer states he will never return to his selling dealership and is now having further concerns with the forward collision monitoring not working. There are also issues with back seat, 60/40 split seat, 60 sides does not catch properly and it rocks.
Briefly summarize what the customer is expecting. Calling for the dealership information he was to be provided by AH1181. Customer asked if we can suggest a good dealership. Advised we would not be albe to suggest one over another as all our dealerships and technicians are Chrysler trained and the ability to service our vehicles. Customer understood and did a search to see which is closer. Customer picked Palmer Dodge to go over his vehicle. Placed customer on hold to contact Palmer Dodge.
---
Palmer Dodge Chrysler Jeep Ram
1460 Alpharetta Hwy
Roswell, GA 30076
(770) 410-1111
SA Roberto said he can diagnose the vehicle but they would not be able to provide a loaner or rental to the customer.
---
Advised customer of the information provided by SA Roberto regarding the rental. Informed the vehicle will need to stay at the dealership and if he requires a rental, it will be at his expense. Customer understood they would not be able to provide rental, just asked if there is one close to them he can get one at. Advised I will bring him into the conversation with Roberto to get this set up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT4 | EC[redacted] | **Open Date** | 01/24/2014 | **Built Date** | 03/27/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 06/13/2013 | **Mileage** | 15,686 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 68286 | BAKER CHRYSLER JEEP DODGE INC. | | | |
| **Dealer Address** | 1045 STATE RD | | | | |
| **Dealer City** | PRINCETON | **Dealer State** | NJ | **Dealer Zip** | 08540 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | PRINCETON NJ [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Lamps and Switches - Other - Default | collision and cruise control lights on while driving |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

Please see CAIR[redacted]
Briefly summarize why the customer is contacting Chrysler: Customer states he has an ongoing concern with his vehicle and cannot speak with someone in the VIP Program. Customer states that the collision light is coming on while driving and that the cruise control light is coming on as well. Customer is concerned for safety and states that this may be his last CDJR vehicle because of the concerns he has had.
Briefly summarize what the customer is expecting: Resolution
Called dealership 68286 to confirm details of diagnosis. Spoke with or Service Advisor Bill.
What is the diagnosis? There was a code to clear for the front radar sensor. Cleaned up code and drove vehicle and codes did not come back. Customer took vehicle home and light came back on.
Customer would like to know why the Restriction H (VIP Program, as stated by customer) was removed from his file. Dealer states that the restriction was removed on 01/17/2014.
Who has possession of the vehicle? Customer
Has an authorized dealer diagnosed the vehicle? Yesterday
If a CDJR dealer has diagnosed, what is the dealer name and code? Baker Chrysler, 68286
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted] office
Preferred Afternoon/Evening call back number is: [redacted] cell
Customer email address for case updates: [redacted]
Reassigned to: 88F
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted] left message for the customer.
Customer called in for CM, Customer disconnected call.

Writer took call from customer who wanted to know why was no longer a part of the ECS program, writer advised that ECS status has been reinstated and will be happy to contact dealership on his behalf.
Writer called BAKER CHRYSLER JEEP DODGE spoke with SM/ Joe and advised customer is part of the ECS program, please provide a rental, can begin diagnosis but no repairs. Please call to have case esclated to a TS.
Auto technician called in for customer. Writer transferred to TP405.
Writer took call from technician Randy who advised the forward brake warning light, cruise, and rain sensor is intermittent.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-01-29 @ 12:56
Status update provided via email to the following email address:
[redacted]
My name is Tammy and I have been assigned as your Customer Advocate. Here is some information that will be helpful for you to have:
Enhanced Customer Satisfaction telephone Number: 800-763-8422 my direct extension: 66380
Your Case # 2[redacted]
My work hours: 10:30 AM till 7 PM Eastern Standard Time. Monday-Friday.
End of Status Update
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted]7 FOR INFORMATION
Status update provided via email to the following email address:
[redacted]t
At this time I do not have any additional information to report as your dealership is completing additional testing under the direction of our technical specialist. I apologize for any disappointment this may cause; however, I value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 66380.
End of Status Update
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted] FOR INFORMATION
Writer called BAKER CHRYSLER JEEP DODGE spoke with SA/ Kirk who advised vehicle is still there and is being worked on.
Writer called 6[redacted] left message that repairs are still in progress. Will provide an update no later than 2/7/14.
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted]FOR INFORMATION
Writer received voicemail from customer who was seeking an update
Status update provided via email to the following email address:
[redacted]
I do not have an update for you at this time, and aplogize for any disappointment this may cause. I have my best technical specialist involved to ensure that all concerns are addressed. Once I have an update I will contact you. In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 66380.
End of Status Update
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted]FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted]FOR INFORMATION
Caller Mr H[redacted] requesting to speak with Case Manager.
transferred to nic tP405
[redacted]
Writer took call from customer who was seeking a time frame as to when vehicle will be repaired as customer is going on a ski trip this weekend.
Writer advised at this time did not have any update or time frame for repair completion. Writer advised will look into time frame.
CAIR ESCALATION CLOSURE
SEE STAR CASE#[redacted]FOR INFORMATION
Writer called [redacted] left message that case will close in 3 days if all repairs are satisfactory.

Caller Mr Honczarenko requesting to speak with Case Manager.
transferred to nic TP405
Writer took call from customer who advised the sensor cover is not on the vehicle and the gear shifter issue has not been resolved.
Mr. [redacted] called to speak with CA TP405, stating he has not been able to reach her, and has already left a voicemail several hours ago. As per TP405, writer advised customer that CA is not currently available but will call customer back when available today. Customer agreed, but asked to be called as soon as possible, at [redacted]
Writer called BAKER CHRYSLER JEEP DODGE spoke with SA/ Kirk and technician Randy who advised the re programming was completed and vehicle was test driven and was unable to duplicate any issues. Writer advised of the sensor cover and the gear shift issue has not been resolved. SA and technician asked if customer was still having issues to please return the vehicle to the dealership.
Writer called [redacted]4 left message to have customer return the call.
Customer calls to speak with their Case Manager.
Transferred the customer to RW660 at ext 66388,because the primary CA was not available.
Customer states that the vehicle is not working properly because the cover was not put back on the sensors and did that the problems with his gear shift lever were not addressed. Customer states that the dealership had his vehicle for 13 days and he has not been able to use his vehicle at all in Feb. and would like his vehicle payment reimbursed for this month. Customer verified email address as [redacted]t. Customer states he will be taking his vehicle back to the dealership on 02/17.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-14 @ 17:56
Status update provided via email to the following email address:
[redacted]t
I have been attempting to reach you and have been unsuccessful. I did get the update that you have requested a vehicle payment reimbursement and that you have a new appointment on 2.17.14. I have spoken with your dealership and advised them of the issues we discussed. I will be following up with them and you after the vehicle has been diagnosed.
Have a great weekend !!!!
End of Status Update
Begin Customer Message reviewed:
Thanks.
BTW, the problem reappeared today, after driving just few miles? Dealer is lying saying that they could not replicate the problem
[redacted]
End of Reviewed Customer message
Writer called BAKER CHRYSLER JEEP DODGE left message for SM/ Joseph to return the call
Writer called BAKER CHRYSLER JEEP DODGE left message for SM/ Joseph to return call as would like to ensure customers issues are resolved.
***** Customer Document Received *****
VIN #: EC150924
Dealer code: 32- 68286
POC Name: Joe/SM
POC number/email:609-921-2400 extension 105
Current mileage: 14,426
Customer name: [redacted]
Customer concern: Forward warning light illuminates when there is nothing in front of vehicle
Is customer in rental: yes
Is customer waiting: no
All customer contact numbers: [redacted] office or [redacted] cell
Best time of day to contact customer: not specified
Dealer diagnosis (if completed):
Remind the dealership to not proceed with repairs until contacted by a technical specialist.
Do you understand the ECS program and have you explained ECS to the customer: yes
Provide Cair #[redacted]

Joe/SM stated vehicle was returned to customer and has been back at dealership for about 4 days. Dealer was told by Austin/TS to have the case re-opened.
Customer Document Reviewed.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-02-19 @ 11:03
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Mr Honczarenko requesting to speak with CA TP405. Writer advised customer that CA is not currently available. Customer was not able to leave a voicemail. Writer advised will notate case for a callback to customer.
Customer callback work number 6[redacted]
Writer called [redacted] left m g documents were received and check will be issued by 2/21/14. Writer advised no other update at this ppint but will provide as they come in but no later than 2/24/14.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer called [redacted] 1[redacted] cell left message that would like customer to drive the vehicle for a few days and CA will follow up on 3/3/14. Writer also advised reimbursement was issued.
Writer received a call from MR [redacted] requesting to speak to case manager. Writer warm transferred call to case manager for further assistance.
Writer took call from Customer who advised the repairs are complete except for the gear shift, and customer has an appointment for the gear shifter over the weekend. Custoemr asked about the buyback process. Wrtier advised would be sent for review. Customer advised may need to consider this option if there is a need for another repair. Writer discussed the option of an extended SC for any repairs in the future.
Writer called [redacted] 4. Customer states he was not able to have the repairs completed as the dealership had no openings. Customer states that he is going back for repairs 3/7. Customer inquired about a SC. Writer inquired about the length of time customer usually keeps vehicle before trading in. Customer states that he usually trades his vehicles in after about 7 years 100,000 miles. Customer requests that CA follow up with him 3/5 to discuss SC.
Writer called [redacted] spoke with customer offered Jeep adventure package and cusotmer accepted will be taking his vehicle back on 3/7/14. Writer advised will follow up with them, and obtain the mileage.
Writer called BAKER CHRYSLER JEEP DODGE who advised customer did not make his appointment today.
Writer called [redacted] 4 spoke with [redacted] who rescheduled his appointment for 3/10/14. Cusotmer will call writer and leave a message as to the mileage on his vehicle.
Service Writer (SW) Kirk from dealer 68286 called to open a new ticket on the vehicle, dropped off at the dealership this morning. Dealership arranged a rental for customer already. Vehicle came back in today for gearshift issue (knob replacement). Writer warm transferred dealership to CA TP405 for details of the new concern.
Writer took call from SA/ Kirk confirmed new mileage and updated. SA stated shift lever repairs, and RRT customer is in a rental.
Writer took call from customer who advised vehicle was taken to sealership,writer advised mileage was added to SC and will have the SC added today 3/10/14. Writer advised if they charge him writer will reimburse.
for the oil change
AP685N Contract created. Contract number is[redacted]
Kirk SW called to advise of repairs completed, RRT 14-014, gear shifter, oil change on an service contract, and 1 day rental. RRT 14-014 cost $15.44 parts and labor, gear shift $198.22 parts and labor, 1 day rental $35.00=total $248.66
DM notes were added.

Status update provided via email to the following email address:
[redacted]
I have been advised by your dealership that all repairs have been completed and your vehicle has been returned to you. I will follow up with you in a few days to ensure you are satisfied with the repairs. In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 66380.
End of Status Update
Marek Honczarenko called requesting to speak to CA TP405. Writer advised CA TP405 is not currently available but will call customer back after their current call.
Writer called [redacted] spoke with customer who asked if SC information would be sent, writer advised 2-3 weeks. Writer advised February payment was issued on 2/24/14. Confirmed address as correct. Customer asked if was still part of the ECS program writer advised it was. Writer advised case would be closed and could receive a survey.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT4 | EC[redacted] | ***Open Date*** | 01/27/2014 | ***Built D te*** | 01/24/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 12/13/2013 | ***Mileage*** | 9,165 | ***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*** | 26510 | KELLY JEEP CHRY PLY | | | |
| ***Dealer Address*** | 353 BROADWAY,ROUTE 1 NORTH | | | | |
| ***Dealer City*** | LYNNFIELD | ***Dealer State*** | MA | ***Dealer Zip*** | 01940 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | ABINGTON MA 0[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | Evap sensor replaced |
| Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | Intermittent headlights turning on & off during the night |
| Product - Electrical - Smartphone - Other - Default | Radio Updated for phone pairing and call drop concerns |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | brake assist, speed control sometimes malfunction |
| Product - Electrical - Cruise Control - Defective - Default | front Adaptive speed sensor needs replacement |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Customer Contact Complete | |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |
| Dealer - By-Pass - Default - Default - Default | |

CQI Survey Record Received - DATE : 01/27/2014
Survey Number : 2741591
Quality Survey ID Number: 249266729
Survey Date : 01/24/2014
VIN Last 8 : EC[redacted]
CQI Comments : \\617-592-0472 Talk about the speed control and cr
uise control
* * * * * CASE MANAGER TEAM - District T * * * * * *
Per survey, customer stated the brake warning comes on without a reason, and speed control shuts down, so he has to use cruise control instead until the speed control resets itself. Customer stated has not contacted his dealership about this yet.
Called 26510 at 781-581-6000, spoke with Service Manager Bill. Writer advised lines 9-12.
CONTACT UPDATE - 1st Contact attempt, phone number dialed was [redacted]. Writer left message with customer s wife, advising will try again tomorrow.

Called customer at [redacted]. Customer stated the vehicle will pick up things in the right lane, and he has never taken the vehicle on a trip where the issues have not occurred. Customer stated will contact 26510 to make an appointment for diagnosis. Writer advised will transfer case to a case manager. Customer verified mailing address, email address, and primary contact number and gave mileage as 6105. Writer advised the customer should hear from us again within the next two business days.
* * * * * CASE MANAGER TEAM - District CRT * * * * * *
In Warranty by Time and Miles
3 New, 3 Used
Original Owner
No MVP Plans
Status update provided via email to the following email address:
[redacted]
Hello My name is Katie
I have been assigned as your Case Specialist with Jeep.
Here is some information that will be helpful for you to have.
My telephone number 1-800-763-8422
My extension is 66255
My work hours are Monday Friday 9:00AM to 5:30PM Eastern Time
Thank you
End of Status Update
Writer called Dealer 26510, Requested Service Manager SM Bill, SM away from his desk, Spoke to Receptionist Chris, Writer asked if vehicle had been brought in for diagnosis, Receptionist stated vehicle was Last seen 01/08/2014 for drivers door sill plate loose, Writer asked if there is an appointment scheduled for another visit, Receptionist stated no appointment in the next 7 days
Writer called Customer [redacted], Writer verified concerns of Speed control problems, Customer stated the speed control and applied brake systems keep going off, Customer stated the system has problems and keeps shutting off, Customer stated he can be in middle lane and no vehicles in front, but vehicles on the sides speed up and slow down, and the system tells him there is a vehicle in front of him when there is nothing in front of him for at least half a mile, Writer asked customer if he had contacted the dealer to setup an appointment, Customer stated he was waiting to hear from us before he did that, Writer advised customer that we are happy to work with him and the dealer to get this resolved but we do need him to take the vehicle in or setup an appointment, Customer stated he will do that once we are off the phone, Writer advised we will follow up Monday
Writer called Dealer 26510, Spoke to SA Bruce, Writer asked if the vehicle had been brought in for diagnosis or had an appointment scheduled, SA stated customer has an appointment for 02/06/2014
Status update provided via email to the following email address:
[redacted]
This is Katie your Case Specialist with Jeep,
I have been informed by Kelly Jeep that you have an appointment to have your concerns with your Jeep diagnosed on Thursday and so I will follow up with you on Monday due to I will be out of the office on Friday the 7th
Thank You for being a valued part of the Jeep Family
End of Status Update
Writer called Dealer 26510, Spoke to SM Bill, Writer asked about vehicle, SM stated customer came in for problems with the cruise control and they found that cruise control sensor at front of vehicle was misaligned, SM stated they realigned the sensor and test drove vehicle and everything appeared fine, but they heard from the customer today saying there are still issues, SM stated he believes customer has an appointment for tomorrow to drop vehicle off, Writer asked current mileage, SM provided 6,576
Status update provided via email to the following email address:
[redacted]
This is Katie your Case Specialist with Jeep,

I have been informed by Kelly Jeep that you took your Jeep in for a diagnosis and repairs last week, but that the issue has come back so you have an appointment to have Kelly Jeep look at your concerns further and so I will follow up with you on Wednesday
Thank You for being a valued part of the Jeep Family
End of Status Update
Writer called Dealer 26510, Requested SM Bill, SM in a meeting, Spoke to SA Bruce, Writer asked if customer had come back for his Cruise Control, SA stated he believes the customer was going to be busy for about a week and would bring the vehicle back when he could, but it has not been back yet
Writer called Dealer 26510, Spoke to SA Bruce, Writer asked if vehicle had come in for further diagnosis, SA stated customer came in today and they found the front Adaptive speed sensor needs replacement, due to defect, SA stated they ordered the part but it is currently backordered, Writer asked for Part and Order Numbers, SA provided:
Part# 68109355AF
Order# [redacted]
Writer asked current mileage, SA provided 7361 miles
SA stated the customer will be picking up his vehicle and driving it till the part comes in, then they will pull customer in for repairs
Status update provided via email to the following email address:
[redacted]
This is Katie your Case Specialist with Jeep,
I have been informed by Kelly Jeep that you took your Jeep in for a diagnosis and they found the Front Adaptive Speed control sensor needs repalcement and that it is currently on backorder, I have asked for some further assistance in getting the part in as quickly as possible and I will follow up Friday
Thank You for being a valued part of the Jeep Family
End of Status Update
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68109355AF,Order#[redacted]OMC#88512232
on 2014-02-18 @ 09:13
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON: 2/18/14
PART NUMBER: 68109355AF
PART DESCRIPTION: SENSOR
ORDER NUMBER: 66176
NUMBER OF DEALERS WITH PART: 6
CUSTOMER IN RENTAL (Y OR N): N/A
ASSIGN TO: CT779- CAIR has an 88 CM
**********END OF TRIAGE**********
****** START OF SUPPORT ESCALATION by T8043SB******
**** Update from Expediting Team for ****
Part#68109355AF,Order#$[redacted]OMC#88531497
Part will not be available until Late March
****** END OF SUPPORT ESCALATION ****** by T8043SB
****** START OF SUPPORT ESCALATION by T8043SB******
**** Update from Expediting Team for ****
Part#68109355AF,Order#$[redacted]OMC#88531497
Part will not be available until Late March
****** END OF SUPPORT ESCALATION ****** by T8043SB
Status update provided via email to the following email address:
[redacted]
This is Katie your Case Specialist with Jeep,
I wanted to let you know that at this time we are still waiting for the sensor for your Jeep to come in, at this time we do not have a definite date for when the part is expected in, but we are still engaging all available resources to get this for you and I will follow up with you next week
Thank You for being a valued part of the Jeep Family

End of Status Update
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68109355AF,Order#[redacted]OMC#88531497
Bates 167333, AETC 850358 has been issued to Production to obtain PN 68109355AF. Current ETA is on or before 2/27/14 by 3 PM.
****** END OF SUPPORT ESCALATION ****** by T3755BF
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68109355AF,Order#[redacted]OMC#88531497
Bates 167333, AETC 850358 has been issued to Production to obtain PN 68109355AF. Current ETA is on or before 2/27/14 by 3 PM.
****** END OF SUPPORT ESCALATION ****** by T3755BF
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68109355AF,Order#[redacted],OMC#88531497
UPS # 5208494940 indicates part delivered to dealer on Tuesday, 02/25/2014 at 11:43 A.M. Signed for by S.SORABELLA
****** END OF SUPPORT ESCALATION ****** by T3755BF
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68109355AF,Order#[redacted],OMC#88531497
UPS # 5208494940 indicates part delivered to dealer on Tuesday, 02/25/2014 at 11:43 A.M. Signed for by S.SORABELLA
****** END OF SUPPORT ESCALATION ****** by T3755BF
781-581-6000 CM contacted parts and spoke to Harry who states the part has arrived.
Writer called Dealer 26510, Requested SM Bill, SM out of the building, Requested available SA, Receptionist stated service is not answering, writer advised will try back
Writer called Dealer 26510, Requested anyone available in the Service Department, Held 5 Minutes, Receptionist stated SA Bruce is over the vehicle, Writer asked for any SA or SM that can say if a part has Arrived and if the customer has been contacted, Held 10 Minutes total, Writer disconnected call, 2nd Attempt, Immediate Hold, Writer sked for any SA or SM that can say if a part has Arrived and if the customer has been contacted, Held 2 minutes, Spoke to SA Bill, Writer provided last 8 of VIN and asked if the part for the customer has arrived and if the customer has been contacted, Held 5 Minutes, SA stated they received the part yesterday and the customer has not been contacted, Writer provided Customer contact number and asked that they call the customer
Status update provided via email to the following email address:
[redacted]
This is Katie your Case Specialist with Jeep,
I wanted to let you know that the sensor for your Jeep has arrived at the dealership Kelly Jeep and I have asked them to give you a call to setup an appointment for the repairs, if you do not hear from them I would recommend giving them a call to schedule an appointment for the repairs and I will follow up with you on Tuesday
Thank You for being a valued part of the Jeep Family
End of Status Update
Begin Customer Message reviewed:
Hi Katie: Thanks for all your help. Will see how we make out Tuesday.
Bill
End of Reviewed Customer message
Writer called Dealer 26510, Requested SM Bill, SM not answering, Spoke to SA Bruce, Writer asked if customer had brought vehicle in for repairs, SA stated customer came in today and they
Replaced front sensor for cruise control
phone drops calls periodicly - updated radio software
installed chrome grille
intermittent issue of head lights coming on when parked over night - unable to duplicate, STAR also wants issue duplicated, dealer wanted to keep vehicle overnight, Customer declined
Check Engine Light on - replaced evap sensor

Writer asked current mileage, SA provided 9026 miles, SA stated there was a scratch on customers front bumper caused by one of the lot boys at the dealer so they set an appointment to fix the scratch
Status update provided via email to the following email address:
[redacted]
Mr[redacted]
This is Katie your Case Specialist with Jeep,
I spoke to Kelly Jeep today and they informed me that you had your Jeep in for the repairs, but that there was a scratch on your bumper that they will be taking care of, I will be out of the office Thursday and Friday, so I will follow up with you on Tuesday
Thank You for being a valued part of the Jeep Family
End of Status Update
OMC# 88531497Order#[redacted]FOR PN: 68109355AF IS RESOLVED
Begin Customer Message reviewed:
Hi Katie: I will drop off the Jeep Thursday and they ll fix the damage of the right front bumper and then return it to my house. I m am on vacation March 07, 2014 till March 17, 2014. If you need anything from me please e-mail as I will check e-mails on a daily basis. Thanks again for all your help. Bill Spaulding
End of Reviewed Customer message
Writer called Dealer 26510, Requested SM Bill, SM not answering, Spoke to SA Bruce, Writer asked status of repairs to the bumper, SA stated repairs were completed today and vehicle is on it s way back to the customers house, Writer asked current mileage, SA provided 9165 Miles
Status update provided via email to the following email address:
[redacted]
This is Katie your Case Specialist with Jeep,
I spoke to Kelly Jeep and they informed me that they have completed the repairs to the bumper on your Jeep, and returned your Jeep to your house, I would like to just verify with you that everything has been resolved to your satisfaction, but where you are on vacation till March 17th I will follow up with you on Wednesday March 19th
Thank You for being a valued part of the Jeep Family
End of Status Update
Begin Customer Message reviewed:
Ok Katie thanks talk to you then
End of Reviewed Customer message
Writer called Customer[redacted], Left Voicemail advising we are calling to follow up on the recent repairs and to make sure everything is to their satisfaction and requested a call back, also advised will attempt to contact again Thursday
Writer called Customer[redacted] Writer asked customer how everything is working and looking after the repairs, Customer stated everything is looking good and everything is working good with no more beeps or anything else, Writer asked customer if he would be comfortable with the case closing, Customer stated to go ahead and close it since everything is fixed, Writer advised if there are any further problems or concerns follow up with the dealer and contact us if he needs to, Customer accepted
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | C4RJFJT5 | EC[redacted] | ***Open Date*** | 01/29/2014 | ***Built Date*** | 06/07/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 6/10/2013 | ***Mileage*** | 8,824 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 23248 | ADAMS JEEP | | | |
| ***Dealer Address*** | 1799 WEST STREET | | | | |
| ***Dealer City*** | ANNAPOLIS | ***Dealer State*** | MD | ***Dealer Zip*** | 21401 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | CROWNSVILLE MD [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - uConnect Cellular System - Other - Default | 911 phone system intermittently stops working |
| Product - Electrical - eco-drive - default - default | ECO settings turn off and go into race mode while driving |
| Product - Electrical - Power Mirror - Default - Default | Heated side mirrors do not work |
| Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | auto high beam disables |
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | forward collision and collision braking come on |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | goes to AM if vehicle off more than 3 minutes |
| Product - Electrical - Navigation System - Unknown - Default | guidanc settings get erased |
| Product - Electrical - Heated Seat - Other - Unknown | heated steering wheel and vented seats intermittently get deleted |
| Product - Suspension - Auto Suspension Height Sys - Other - Unknown | starts lifting and does not stop and message on dash shows overheating |
| Product - Brakes - Anti-Lock Brake System - Other - Default | traction control light turns off intermittently |

****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
Dealer code: 23248
POC Name: Sue Sheppard
POC number/ email: ssheppard@adamsautomotive.com
Current mileage: 8824
Customer name: [redacted]
Customers concern: heated side mirrors never worked, if car is turned off for more then 3 minutes the radio goes to an AM station, every time car is started many of the guidance settings are erased, 911 phone system intermittently stops working, traction control light turns off intermittently, ECO settings turn off and race mode while driving,

settings for seat warmer, heated steering and vented seats are intermittently deleted, hydrolic suspension starts lifting and does not stop, message flashes that hydrolic suspension is overheated, intermittently ABS warning comes on that it is off, intermittently forward collision warning with message to brake comes on, intermittently auto brake with forward warning will turn on and brake the car when no one has slowed or stopped and intermittently the auto high beam system disables.
Is customer in rental: yes
Is customer waiting: customer went to work.
All customer contact numbers: [redacted]
Reassigning to 88W.
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-01-29 @ 11:31
CAIR has been sent back because of the following reason:
CAIR Escalation requires the customers concerns. As stated 'Various Electircal Issues' is too vauge. please list in detail the customers concerns.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Writer spoke to Customer s husband and advised that case has been escalated to a TS and Writer will update Customer when available. Writer advised for a follow up Monday.
Dealer code: 23248
POC Name: Sue Shepard?SM
POC number: 410-263-2341
POC email: na
Current mileage: 8829
Customer name: [redacted]
Customers concern: 1. if car is turned off for more then 3 minutes the radio goes to an AM station. 2. every time car is started many of the guidance settings are erased. 3. 911 phone system intermittently stops working. 4. ECO settings turn off and race mode while driving. Not duplicate 5. traction control light turns off intermittently not duplicated 6. ABS warning comes on that it is off intermittently. 7. forward collision warning with message to brake comes on intermittently. 8. auto brake with forward warning will turn on and brake the car when no one has slowed or stopped and intermittently the auto high beam system disables.
Is customer in rental: yes
Is customer waiting: no
All customer contact numbers: [redacted]
Best time of day to contact customer: yes
Dealer diagnosis (if completed): no
Do you 23248 understand ECS and
have you explained ECS to the customer
Dealer should not start repairs until contacted by tech specialist
Provide CAIR [redacted]
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-01-29 @ 14:43
Writer received inbound call from SA Sue. SA Sue states that she has not been contacted yet. Writer advised SA Sue that it has been sent up and a tech specialist will be contacting her.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted Customer and left message.
Writer was contacted by Customer and Writer provided update about vehicle. Writer advised that radio could possibly come in today or tomorrow. No promises were made.

CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted Customer and left message advising that case will be closed in two days if Customer does not contact Writer. Case will be closed since vehicle has been returned to Customer and vehicle has been repaired.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT4 EC[redacted] | **Open Date** | 01/30/2014 | **Built Date** | 06/02/2013 | | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 06/18/2013 | **Mileage** | 4,580 | **Dealer Zone** | 35 | WASHINGTON | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 68348 | KOONS CHRYSLER | | | |
| **Dealer Address** | 2000 CHAIN BRIDGE RD. | | | | |
| **Dealer City** | VIENNA | **Dealer State** | VA | **Dealer Zip** | 22180 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | |
| | ALEXANDRIA VA [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default | Bluetooth will disconnect and the voice commands do work |
| Product - Engine - Unknown - Noisy - Default | Clucking noise when accelerant and warning lights come on then go off |
| Product - Fuel System - Unknown - Poor Fuel Economy - Default | Customer states not getting the fuel mileage should be |
| Product - Engine - Unknown - Other - Default | Engnine not running right |
| Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Unsatisfactory / Dislikes - Unknown | Leather on the front passenger are rest is wrinkle |
| Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Unknown | Plastic piece going around the gear shift and cup holder is misaligned |
| Product - Body / Trim / Paint Finish - External Ornamentation - Misaligned / Poor Fit - Unknown | Rear tail light, tail gate, and hood is misaligned |
| Product - Brakes - Unknown - Other - Unknown | Vehicle will brake itself |

Dealer code: 68348
POC Name: SA/Mike
POC number/ email: 703-448-7251
Current mileage: 4,580 miles
Customer name: [redacted]
Customers concern: 1-Engine does not run well in the cold and not getting gas mileage like it should
2-Clucking noise when accelerant and warning lights come on then will go off
3-While driving vehicle will brake by itself and warning light for front collusion light will come on
4-Leather on the front passenger are rest is wrinkle
5-Plastic piece going around the gear shift and cup holder is misaligned
6-Bluetooth will disconnect and the voice commands do work
7-Rear tail light, tail gate, and hood is misaligned
Is customer in rental: No
Is customer waiting: No
All customer contact numbers: [redacted]

Best time of day to contact customer: anytime
Dealer diagnosis (if completed): Yes
Remind the dealership to not proceed with repairs until contacted by a tech specialtist
Do you understand ESC and have you explained ESC to the customer:
Provide CAIR # [redacted]
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-01-30 @ 15:33
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]6. Left message and once there is updates I will do another follow up.
SA Mike called in to speak with CM OS533 who was not available writer transferred call to 66045
SA/Mike called for TS authorization to order a part and repair. He states that there is a door panel issue that he has to submit to DI. Writer advised to go ahead and submit the pictures to DI and if approved, order the part, and if approved by DI, he can install if a call back is not received by the TS. Writer advised that no Uconnect repairs can be started until a TS contacts him with authorization.
SA/Mike asked if the ECS restriction can by removed if the customer requests it. Writer advised that it could be if the customer does call to request it.
SA/Mike states that he is ready to repair and release the vehicle tonight but is waiting for TS contact. Writer advised that the cases are taken in order as received. The case has not been assigned to a TS yet but has been escalated.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted]FOR INFORMATION
Writer contacted dealership and was advised that the vehicle has been repaired and returned back to the customer.
Attempt made to contact customer. Left message calling to confirm the repairs and the case will stay open for 2 more days if no contact the case will close.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJG6 | EC[redacted] | **Open Date** | 01/30/2014 | **Built Date** | 06/01/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/27/2013 | **Mileage** | 14,500 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PEP | DEEP AUBURN PEARL COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 41657 | GENGRAS CHRYSLER DODGE JEEP LLC | | | |
| **Dealer Address** | 460 CONNECTICUT BLVD | | | | |
| **Dealer City** | EAST HARTFORD | **Dealer State** | CT | **Dealer Zip** | 06108 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | TOLLAND CT 0[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Trip Computer / EVIC - Other - Default | Vehicle still brakes when auto braking is disabled |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default | software download |
| Corporate - Survey By-Pass - No Response - Default - Default | |

****UConnect Software Update Contact****
Type of Uconnect radio in the vehicle: Uconnect 8.4AN AM/FM/SXM/HD/BT/NAV
Internet browser used by the customer: Internet Explorer
Does the driveuconnect.com website show
an available update for the customer? (Y)
Is the customer able to download and
install the download manager? (N)
Is the customer able to download the
Uconnect software? (N)
Is the customer able to save the Uconnect
software to the USB? (N)
If the answer to any of these questions is NO ,
what error messages is the customer receiving (if any)? Please download
interface. And customer is unable to do so.
Any other relevant information:
Has the customer cycled the ignition twice after
USB software install? (N)
Status update provided via email to the following email address:
[redacted]
My name is Tom I ha e been assigned as your Case Manager. Here is some
information that will be helpful for you to have:
Your case number is 2[redacted]
The Uconnect Case Management telephone number is: 877-855-8400.
My direct extension is: 471-8435
My work hours are: 8:00 AM 4:30 PM Monday-Friday EST
Here are the steps to completing the software download:

Step 1) Start downloading the RA4 download from:
https://www.wetransfer.com/downloads/129ee790d0afbd0f5425cbffc672d31c2014
0127190505/390d4e50a63dcfa951cc6f38673a7a2e20140127190505/88ee53
Step 2) Click 'Save' when the option to 'Run' or 'Save' the .exe file
comes up
Step 3) Find the RA4 executable file (should start with RA4 and
computer files are organized alphabetically so it should be with the
other 'R's) in your 'Downloads' folder
Step 4) Run the file
Step 5) When the program shows you where it will extract the files too
(Should show something like 'C:/users/downloads' or something similar)
there should be 3 dots, click the 3 dots and choose where you want the
files extracted to ('Desktop' is recommended so you can easily find the
files or you can simply extract them right to your USB)
Step 6) Once the files are extracted (Should be SWDL.ISO) put
them onto a blank USB (Make sure the USB does not have any other files,
it is okay if the USB has some space taken up even when no programs are
on it)
Step 7) Take the USB with the programs into the vehicle and plug it into
the USB port in the center console
I will contact you within two business days by telephone to review your
case with you.
Thank you for your time.
End of Status Update
Status update provided via email to the following email address:
[redacted]
My name is Tom I have been assigned as your Case Manager. Here is some
information that will be helpful for you to have:
Your case number is [redacted]
The Uconnect Case Management telephone number is: 877-855-8400.
My direct extension is: 471-8435
My work hours are: 8:00 AM 4:30 PM Monday-Friday EST
Here are the steps to completing the software download:
Step 1) Start downloading the RA4 download from:
https://www.wetransfer.com/downloads/129ee790d0afbd0f5425cbffc672d31c2014
0127190505/390d4e50a63dcfa951cc6f38673a7a2e20140127190505/88ee53
Step 2) Click 'Save' when the option to 'Run' or 'Save' the .exe file
comes up
Step 3) Find the RA4 executable file (should start with RA4 and
computer files are organized alphabetically so it should be with the
other 'R's) in your 'Downloads' folder
Step 4) Run the file
Step 5) When the program shows you where it will extract the files too
(Should show something like 'C:/users/downloads' or something similar)
there should be 3 dots, click the 3 dots and choose where you want the
files extracted to ('Desktop' is recommended so you can easily find the
files or you can simply extract them right to your USB)
Step 6) Once the files are extracted (Should be SWDL.ISO) put
them onto a blank USB (Make sure the USB does not have any other files,
it is okay if the USB has some space taken up even when no programs are
on it)
Step 7) Take the USB with the programs into the vehicle and plug it into
the USB port in the center console
I will contact you within one business day by telephone to review your
case with you.
Thank you for your time.
End of Status Update
****UCONNECT CASE MANAGEMENT****
As per AC ID 18003 and 23052 the case was transferred to writer for
further assistance. Writer took the call for the agent providing NIC
TS959 for case reassignment. Writer advised agent to finish notes and he
would take over the call from here.
***
Writer spoke with customer and provided the alternate download link for
the customer with the steps. Customer thanked writer and ended call.
Status update provided via email to the following email address:

[redacted]
My name is Kristin and I am contacting you on behalf of Tom, your case manager, as they are out of the office today. We are trying to determine if the download worked for you at this time. Idf we do not hear from you in the next 2 business days we will go ahead and close out the file assuming all is well. If you still need assistance please contact Tom. You can reach them at 877-855-8400 ext. 4718435 if you have any questions or concerns.
Thank you for your time.
End of Status Update
Begin Customer Message reviewed:
the download fixed the following problems:
* passive door lock fixed;
* disappearing check mark for steerable headlights and other menu items fixed.
* phone service required message fixed.
* channel knob now seems to operate at all times.
the download did not fix the following problems:
* automatic dimming of high beams inoperative. doesn t work AND no message when high beams turned off manually.
* cannot disable the collision avoidance braking. if warning is set to either near or far, and automatic braking is not selected, braking still occurs.
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted],
I m sorry to hear about the issues that you are still experiencing. At this point due to the multiple issues that are still apparent I will be escalating this case due to the fact that the issues are not just isolated radio issues. You should hear from your new case manager in 1 - 2 business days.
Sincerely,
Tom
End of Status Update
Customer advised a call back is required and will take place within one 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: [redacted]t
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Status update provided via email to the following email address:
gmpinto@comcast.net
Hello my name is Lafe; I am your Resolution Specialist. I am working with the dealership to get the radio concern on your 2014 JEEP GRAND CHEROKEE addressed. Here is some information that you might find helpful. Your case number is. I work from 6:30am until 3:00pm Mountain Standard Time, and am available Monday through Friday. Phone number to contact me is 1-800-763-8422 extension 66011.
Thank you.
End of Status Update
CallerMr Pinto requesting to speak with Case Manager.
transferred to nic LT707
Customer called and said that the dealership has diagnosed that the camera needs to be replaced. Customer said that the dealership informed that the camera is on back order, and customer would like to know how to get the camera expedited. Writer said that writer will be in contact with the service department at the dealership to get the part, and order numbers, and then writer will escalate the case for further review on getting the part. Customer asked how long this takes. Writer said can take as late as Tuesday the 11th day of February 2014 to get an ETA on the part. Customer said not happy, why can t the part be taken off one of the vehicle there on the lot, and put in the customer s vehicle. Writer

said that is not the usual process to get repairs completed. Customer ended the call.
CallerMr [redacted] requesting to speak with Case Manager.
nic LT707 will call him back.
Status update provided via email to the following email address:
[redacted]
Hello my name is Lafe; I am your Resolution Specialist. I am working with the dealership to get the radio concern on your 2014 JEEP GRAND CHEROKEE addressed. Here is some information that you might find helpful. Your case number is. I work from 6:30am until 3:00pm Mountain Standard Time, and am available Monday through Friday. Phone number to contact me is 1-800-763-8422 extension 66011.
End of Status Update
Writer called GENGRAS CHRYSLER DODGE JEEP LLC at 860-289-0246, spoke with Rose and asked about the repairs to the customer s radio. Rose transferred writer to Chris s extension where writer left Chris a message.
Writer called GENGRAS CHRYSLER DODGE JEEP LLC at 860-289-0246, left message for Chris in service.
Writer called GENGRAS CHRYSLER DODGE JEEP LLC at 860-289-0246, spoke with Rose and asked about the customer s vehicle. Rose said that the front facing camera was installed on the 11th of February 2014, and the vehicle is back in the customer s possession.
Writer called customer at [redacted], left message for the customer.
Writer called customer at [redacted], left message for the customer.
Gregory Pinto called requesting to speak to CM LT707. Writer advised customer that CM LT707 is not currently available and warm transferred customer to CM NF120 for further handling.
Writer received call from customer. Customer stated that his camera is fixed and working, however customer stated that his lights were not working properly and were dim or not bright enough. As writer was repeating the statement customer disconnected the call.
Writer called customer at [redacted], asked about the customer s vehicle. Customer said that the Park assist is not working at all now. Writer asked that customer call the dealership, schedule an appointment to have the park assist inspected, and corrected for the customer. Writer said that writer will contact the customer no later than Thursday. Customer agreed to follow up time frame.
Writer called customer at [redacted], and asked if the appointment has been scheduled. Customer said yes for tomorrow. Writer said that writer will follow up with the customer on Monday. Customer agreed to the follow up time frame.
Status update provided via email to the following email address:
[redacted]
I am contacting you on behalf of your Case Manager Lafe, who is not available today. We are currently working on your concern and we will follow up again on 03/05/14. We apologize for the delay; meanwhile feel free to contact us for any questions or concerns about your concern.
Thank you,
Chrysler Case Management,
1-800-763-8422 extension 66011.
End of Status Update
Writer called GENGRAS CHRYSLER DODGE JEEP LLC at 860-289-0246, spoke with Rose and asked if the vehicle has been brought in. Rose said yes the vehicle was there on February 28th, vehicle has been repaired, and is back in the customer s possession.
Writer called customer at [redacted] left message for the customer.
Writer called customer at [redacted], informed customer that writer did speak with Rose at GENGRAS JEEP, and did receive the customer s message. Customer said that customer was told by the service manager that an engineer is involved, and that service manager will be in contact with the customer. Writer said that writer will be back in contact with the customer no later than Monday.
Writer called GENGRAS CHRYSLER DODGE JEEP LLC at 860-289-0246, left message with Rose to have Curt return writer s contact.

Status update provided via email to the following email address:
[redacted]
Hello, my name is Late; I am your case manager. I am working with the dealership to provide you with an update on the vehicle. If you have any questions or if you would like to speak with me please call me at 1-800-763-8422 extension 66011, or respond to this e-mail.
End of Status Update
Writer called GENGRAS CHRYSLER DODGE JEEP LLC at 860-289-0246, left message for Curt.
Writer called GENGRAS CHRYSLER DODGE JEEP LLC at 860-289-0246, left message for service manager Paul.
Writer called customer [redacted], left message for the customer.
Writer called GENGRAS CHRYSLER DODGE JEEP LLC at 860-289-0246, left message for the service manager, Paul, to see where the repairs are at.
Writer called customer at [redacted], informed customer that writer is working with Paul, service manager at GENGRAS, and as soon as Paul returns writer s contact writer will be back in contact with the customer. Customer thanked writer for the informational contact.
Paul, Service Manager, called and said that the concern with the Automatic Braking System has never been duplicated, even with the Shop Foreman going on a test drive with the customer. Shop Foreman informed Service Manager, Paul, that the customer is literally driving up on the rear of customer s on the highway, and then changing lanes at the last minute. Service Manager, Paul, and Shop Foreman both have not duplicated the concern with the Automatic Braking System.
Writer called customer at [redacted]0, left message for the customer regarding the Automatic Brake System.
Writer called customer at [redacted], left message for the customer.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJG4 | EC2[redacted] | **Open Date** | 02/04/2014 | **Built Date** | 08/14/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 10/22/2013 | **Mileage** | 7,272 | **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** | 66325 | BAYSIDE CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 21219 NORTHERN BLVD | | | | |
| **Dealer City** | BAYSIDE | **Dealer State** | NY | **Dealer Zip** | 11361 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | HALESITE NY [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default | Customer stated the radio started blacking out and would not work |
| Product - Electrical - Electronic Vehicle Security - Other - Default | Customer stated when park car and lock doors the alarm goes off |
| Product - Unknown - Unknown - Stalling - Default | The car stalled when driving |

Briefly summarize why the customer is contacting Chrysler: Customer stated that he has been back and forth to the service more than 5 times since purchasing the vehicle. Customer stated the radio started blacking out and would not work and that the screen would turn red and black so he had to shut car off and turn back. Customer stated they replaced the radio and now its happening a gain. Customer stated hot memory seating two radio goes black and making a screeching noise then goes off. Customer stated the car stalled when driving and when parking car and lock doors the alarm goes off and the windows roll down by themselves. Customer stated he spoke to the DLR and they told him to call Chrysler.
Briefly summarize what the customer is expecting: Customer is expecting to get the vehicle fixed. Writer advised the vehicle would need to be diagnosed. Customer stating he has already talked to them. Writer offered to call over to the DLR and speak to them. Customer hung up.
Reassign to JE779 for undiagnosed withing warranty.
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]
Who has possession of the vehicle? Dealer
Is this a request for Lemon Law, buy-back or replacement?replacement
Reassigned to 91L
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
********** 91L Review **********

*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case
should be escalated to I2R for case management.
Apologized to customer for the inconvenience, as I can certainly
understand the frustration and concerns. Advised customer that their case
has been forwarded to me for Special Handling to assist with vehicle
repair per the Terms of the Warranty, including Escalated Technical
assistance, parts expediting and Rental authorization if necessary.
Advised customer that I would like to review his case with the Dealer and
will call him back to review a plan of action towards a resolution.
Customer accepted my offer and was appreciative. Advised customer I will
contact their dealers and follow up with them by 2/13
I talked to customer s fiance [redacted] and was told she was too upset
to talk with me because of the previous conversation. I let him the know
that conversation was with another customer care representative and that
I would be handling the case from now on. customer stated he is having
issues with the vehicle slamming the brakes on while driving when no one
is in front of him and it caused him to smash into a median the last
time. Customer stated he has the auto braking sensor on his vehicle but
there were no vehicles around him to cause it to brake. Customer stated
when that happened the vehicle had a flashing brake light on. Customer
stated the vehicle would not restart after this incident until he opened
and closed the door. Customer stated whenever he pushes the memory seat
button to get into the vehicle it locks all of the doors and after the
alarm is set and car is locked it will go off by its self 10-15 minutes
later.
I talked to SA Jay and was told the customer came in shook up and told
him about hitting the median after the vehicle slammed on it s brakes and
hit the median. SA stated he was unable to find anything wrong with the
vehicle and the codes were reset when the customer restarted the vehicle.
SA stated he asked the customer not to restart the vehicle next time but
to have it towed in so they can pull the codes and find out what the
issues is.
I called customer and he stated he would like an appointment for
Wednesday 2/19 at 10:30-11:00 am. I let the customer know I would call
and set up his appointment and call him back to let him know for sure the
day and time. Customer stated he was reading the reviews on his vehicle
and is worried because people are saying Chrysler is not helping them
with the repairs. I let the customer know I would take care of him and
make sure his vehicle was taken care of. I will follow up with customer
this afternoon with an appointment
I called SA Jay and asked him if the customer could bring in the vehicle
Wednesday at 1030 am. I asked him to open a STAR case and set up a rental
for the customer and I would take care of it. SA stated he would take
care of the customer.
I LVM for customer letting him know I was able to set up the appointment
he requested and set up a rental vehicle. I let the customer know if he
could not make it to the appointment to call me so I can change the
appointment and reset up his rental. I left my contact info and will
follow up with customer 2/18 to remind him of his wed 2/19 1030 am
appointment
Customer LVM asking me to call him back. I called customer back and he
stated his vehicle is still braking by itself and the vehicle would not
shift gears. Customer stated he had to pull over and open and close the
door for it to start. Customer stated at this point he does not want this
vehicle back because he is scared to drive it. I let the customer know I
would contact SA and request customer to bring the vehicle in today and
get a rental. I let the customer know he can have a tow truck take the
vehicle and him in because it is covered under his warranty. Customer
stated he wants his rental to be a truck or jeep with 4 wheel drive.
I tried to contact Bayside CDJ and got a VM. I will call SA 2/18 to set
up an appointment and rental vehicle for customer.
I called customer and let him know the service department is closed for
the night but I would contact the dealership tomorrow afternoon and call
him after talking with SA.
I called and talked to SA Jay and asked if customer could bring in his

vehicle tonight and he stated he would not have a rental vehicle until tomorrow and he could bring it in tomorrow morning. I let him know I would ask the customer to bring it in tomorrow.
I called customer and let him know SA stated there were no rental vehicles but he could bring it in tomorrow. Customer stated that was fine and he would call me if he had any issues. I will follow up with SA 2/20 to see if vehicle was dropped off
Customer called in stating he was at the dealership and they were not offering him the truck he needed because of the ice in his area. He handed the phone to SA Jay and I was told he would have given the customer a truck if he had known he had needed. I let SA know he sounded in a hurry to get me off of the phone when I spoke to him last and I did not get a chance to ask him. SA became argumentative with me. I asked him if the truck the customer was asking for was going to cost more and he told me it would not cost any more. I asked him to give the customer the truck. I will follow up with customer later this afternoon to make sure he received the truck he requested.
I talked to SA Jay and asked him if he could get the customer a truck today. SA stated the rate would be $60 a day and I let him know that was a little high and I would call enterprise and see if I could get them a cheaper rate with Chrysler. SA stated he would call enterprise and would call me back with the rate that was offered to him.
I talked to SA Jay at Bayside CJD and was told the customer was put on a list to call as soon as a SUV was available and took the regular rental vehicle since there is no snow in the forecast for the next few days. SA stated customer gave SM permission to drive the vehicle and he is driving it to and from home to verify the issue. SA stated they will be getting STAR involved as well. SA stated he would be in touch and update me as soon as he had an update. I will follow up with SA and customer 2/24 If I had not heard from him by then.
I called SA and was told he just got off the phone with customer and let him know he got him a 4 wheel drive vehicle and he could come pick it up today. SA does not have an update on repairs and when asked if he opened a STAR case I was told he had not yet but will open one. I thanked him for the info and will follow up with him 2/25 for an update
I LVM for customer letting him know that I talked to SA Jay and was told he would be given a 4 wheel drive vehicle today and they were still working on a diagnosis on his vehicle. I let customer know I would contact SA and him with an update on 2/25
Customer LVM stating he is sitting at the dealership and wanted me to call back and speak with him asap.
SA Jay called stating they are unable to duplicate the concern on vehicle but a STAR case [redacted] was opened to assist with repairs. SA stated customer has a video of the vehicle having the issue. SA stated the customer and his wife are scared to drive this vehicle.
LVM for SA Jay at Bayside CJD asking him to return my call. I left my contact info
I tried to call customer back but got a recording stating the customer was not taking calls at this time and had no option to LVM.
I tried to call SA and get an update on the customer s repairs but was told he had left for the day and she would not be able to give me info. I will try to reach SA and customer tomorrow 2/27
I LVM for SA Jay to call me back. If I don t hear from him by 2/28 I will call back.
I LVM for customer asking him to return my call. I left my contact info
Customer LVM asking me to return his call in the afternoon. I will follow up with customer.
I received a VM from SA Jay asking for a call back. I will call him back today
I talked to SA Jay at Bayside CJD and was told the customer picked up his vehicle on 2/24 and they were unable to duplicate the issue. I asked for RO info and SA stated he was not near a computer. I asked him to fax the RO to me when he got a chance so I could put it into the case. SA agreed to fax me the RO. SA stated he had another customer come in with the same issues but they were able to pull codes off of the vehicle and they fixed the issue by recalabrating the break sensor eye with a lazer and fixed

the issue. SA stated he would not be able to do this work on the customer s vehicle unless he got an approval from STAR first. I let SA know if the customer brings the vehicle back in I would open a TAPS case and they could assist with the repair.
I LVM for customer to return my call and let me know how his vehicle is running after taking it back from the service department. I left my contact info. I will follow up with customer 3/3
I LVM for customer to return my call and let me know how the vehicle is doing after picking it up from the dealership. I will follow up with customer 3/7
Ms Triose called in stating she went to stop her vehicle and it took a long time to stop. Customer also stated her vehicle is flashing a call 911 code. I let her know I would contact SA Jay and let him know she needs a tow truck to pick up her vehicle and a rental vehicle. Customer requested a rear wheel or four wheel drive rental. I let her know I would have SA Jay call her and if he did not call her within 3 hours to call me and let me know.
I talked to SA Jay and was told to have the customer bring the vehicle in for service. I let him know the customer was uncomfortable driving the vehicle and he told me to have the customer call road side assistance. I let him know I would do that and asked for a rental. SA stated he would set up the rental when they got there.
I called customer and LVM for her stating SA Jay said she would need to call tow assistance and set up the tow and if she had any issues to call SA Jay. I let the customer know that he would set up a rental when she brought it in. I will contact SA and customer on 3/10 for an update on the vehicle.
Mr [redacted] customer called in stating he wanted to make sure I got the whole story on his vehicle. Customer stated last time the repair was done at Bayside CJD he was told by SA Jay that some brake codes came up on the vehicle but they had reset the brake codes and test drove the vehicle and the codes did not come back up so he reset the brake codes. I let the customer know that I was told NTF by SA Jay and customer stated he is being told two different stories. I tried to conference in SA to verify the info but he was unavailable. The customer stated he wants a replacement and I asked him to take it in for diagnosis and then I can review his case. Customer stated he did not want to have to take it in on the weekend because it is his day off. I let him know he could have it towed in and they could get him a rental. Customer told me he would call SA and call me back. If I don t hear back from him before 3/10 I will call SA and him back.
I LVM for SA Jay at Bayside CJD asking him to return my call and let me know if the customer came back in or called about his vehicle. If I don t hear back from him by 3/12 I will call back then.
I LVM for customer to return my call and let me know if he set up an appointment to take his vehicle back in for repair. If I don t hear back from him I will follow up with him on 3/12
I LVM for customer to return my call and let me know if he set up an appointment to take his vehicle back in for repair. If I don t hear back from him I will follow up with him and SA on 3/14
I talked to SA Jay at Bayside CDJ and asked if the customer had brought the vehicle back in for service or made an appointment. SA stated customer has not made an appointment for called about the vehicle. I asked him to have the customer call me if he brought the vehicle back in.
I LVM for customer asking him to return my call by end of today or I will be closing out his case until he is able to take the vehicle in for repair. *****Follow-up close case 3/17 if no voicemail or call from customer.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG2 | EC[redacted] | ***Open Date*** | 02/04/2014 | ***Built Date*** | 08/07/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 09/25/2013 | ***Mileage*** | 4,598 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 66999 | ED VOYLES CHRYSLER JEEP, INC | | | |
| ***Dealer Address*** | 789 COBB PARKWAY SOUTH | | | | |
| ***Dealer City*** | MARIETTA | ***Dealer State*** | GA | ***Dea er Zip*** | 30060 |

| | | | |
|---|---|---|---|
| ***Owner*** | BUSINESS , ADMINISTRATIVE | ***Contact Type*** | TELEPHONE |
| ***Address*** | 2480 WINDY HILL RD SE | ***Home Phone*** | (404) 433-1318 |
| | MARIETTA GA 30067-8644 | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | cruise control |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer stated that they had the vehicle into dealership 66999 to have the adaptive cruise control module reprogrammed.
Briefly summarize what the customer is expecting: Customer seeking to have the adaptive cruise control module reset, agent transferred to dealership to schedule a diagnostic appointment.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT7 EC[redacted] | | **Open Date** | 02/06/2014 | **Built Date** | 05/17/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/28/2013 | **Mileage** | 3,516 | **Dealer Zone** | 42 | DETROIT | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 67243 | GOLLING CHRYSLER JEEP DODGE, INC. | | | |
| **Dealer Address** | 2405 S TELEGRAPH RD | | | | |
| **Dealer City** | BLOOMFIELD HILLS | **Dealer State** | MI | **Dealer Zip** | 48302 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | TROY MI [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default | Sirus radio inoperable, Collision warning is inoperable |
| Product - Air Conditioning / Heater - Unknown - Other - Default | Will not reduce heat |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | |
| Product - Electrical - Satelite Radio System - Intermittent/Cuts In and Out - Default | |

Dealer code: 67243
POC Name: SA John
POC number/ email: 248-409-2428
Current mileage: 3516
Customer name: [redacted]
Customers concern: call drops and screen turns red and states 'Contact dealer', after lowering height after exiting it is at max height when returning, after 5 minutes hvac is set at 72 at auto position and is very hot and will not adjust, after setting dash to digital after three starts the dash asks if you want mph or kph, sirus radio is inoperable, forward collision warning is inoperable
Is customer in rental: yes
Is customer waiting: No
All customer contact numbers: [redacted]
Best time of day to contact customer: anytime
Dealer diagnosis (if completed): Not yet
Remind the dealership to not proceed with repairs until contacted by a tech specialtist
Do you understand ESC and have you explained ESC to the customer: yes
Provide CAIR # yes
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-02-07 @ 10:27

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 248-797-8384 left message we are his CA while vehicle is being repaired and we will be giving him updates as they become available.
Writer received call from SA John. SA stated they have diagnosed vehicle as needing update to radio system. SA stated radio has been replaced 3 times already. Writer informed SA that TS group would be notified.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer dialed SA/ John who stated customer is dropping vehicle off this afternoon and he will contact T8954CC.
Writer dialed SA/ John and left message inquiring status of vehicle and to contact writer back and we will be following back up when we return to office 2/25/14.
Secondary Phone # [redacted] and Office: [redacted]
*** E-mail: [redacted] ***
Mr. [redacted] called to speak with their Case Manager. Transferred the customer to SF350 at ext 66385, because MG1246 was not available. Customer is very upset that phone and navigation concerns can not be resolved. Vehicle has been to dealer over 10 time for the same concerns. Sirrius radio is not working either. Due to weather conditions the vehicle will not be able to be taken to dealership this week. Informed customer CA would be made aware of concerns and case would be escalated to care analyst review for buy back and or replacement.
Writer dialed customer left message to contact writer back and we will be following back up 2/27/14.
Status update provided via email to the following email address:
[redacted]
Hello,
We are letting you know we have sent your case to another department to have them review your repair history. We will be contacting you when information needed is gathered.
Have a great day,
Melba
Jeep Enhanced Customer Satisfaction
End of Status Update
Writer dialed customer left message inquiring if customer has taken vehcile into dealership and we will be following back up 3/6/14.
Writer dialed SA/ John left message to contact writer back.
Writer dialed SA/ John and inquired if this is a business vehicle and SA stated customer uses this vehicle to get to his appoinments for his work, writer also inquired if this vehicle has been modified and SA stated it has not. Vehicle has not been back to dealership concerning Sirius radio issues.
Writer dialed customer left message inquiring if he has had a chance to contact dealer concerning issues with Sirius and we will be following back up 3/14/14.
****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
Writer took call from SA/ John who advised new concerns heater blows hot even when its set to 68 , still has radio issues ,LED near the the right front headlight will not illuminate. Writer advised to begin additional diagnosis but not complete any repairs
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-03-14 @ 18:33
CAIR ESCALATION UPDATE
SEE STAR CASE# 61063103 FOR INFORMATION
Writer dialed SA/ John left message to contact writer back on status of vehicle.
CAIR ESCALATION UPDATE

SEE STAR CASE# [redacted] FOR INFORMATION
Status update provided via email to the following email address:
[redacted]
Hello,
We are letting you know that our Technical Specialists are continuing to work with the Techninians at the dealership on a resolution to the concerns you have been having with your vehicle. We will give you updates as they become available.
Have a great day,
Melba
Jeep Enhanced Customer Satisfaction
End of Status Update
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Status update provided via email to the following email address:
[redacted]
Hello,
We are letting you know our Technical Specialist are continuing to work with the dealership on a resolution to the concerns with your vehicle. We will continue providing you updates as they become available.
Have a great day,
Melba
Jeep Enhanced Customer Satisfaction
End of Status Update
Technical Specialist Jay Reimer called requesting to speak to CA MG1246.
TS requested CA MG1246 Extension to call back at a quieter location.
Writer provided extension 66170.
Correction Line 114 Technical Specialist name is Ray Reimer.
TS Ray Reimer called requesting to speak to CA MG1246. . Writer warm transferred customer to CA for further handling.
SA/ Ray contacted writer stating he needs further guidence on what to do next on repairs, writer informed SA to contact TS and informed SA of number.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer dialed SA/ John left message on status of customer vehicle and to contact writer back.
SA/ John left message stating they are waiting for parts and they should be arriving 3/31/14 and once they have arrived they will install and contact TS with those results.
Begin Customer Message reviewed:
My vehicle has been at the dealership for more than 14 weeks since purchase. I am told that I may be able to pick it up next Monday. I hope it works
End of Reviewed Customer message
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer dialed SA/ John who stated they have completed all repairs but have been unable to duplicate customer not being able to make calls so they are going to have him come to dealership and demonstrate for them today.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Brad warranty administrator called about claims that went in that where rejected. Writer contacted TS to advise that the notes are in but the claim rejected. Writer was advised to have Brad wa to put in as RA s not PA s
Writer dialed SA John who stated customer issues have been completed and customer has not contacted dealership back with any other concerns.
Writer dialed customer left message we have been in contact with the dealership and they have informed us your repairs are completed, we are following up on the satisfaction of repairs and if everything is up to

satisfaction there is no need to contact us back and case will be closed in 2 days. If needed contact writer prior to those 2 days.
CLOSED LOOP UPDATE - no need for additional follow-up.
DISREGARD LINE 158
Customer left message stating he has appointment to take vehicle in to dealership so they can look at his Sirus radio once again and do not close case he has been out of his vehicle for 14 weeks and he has been paying for it and would like to discuss this as well.
Writer dialed SA/ John left message informing him of lines 160-161 and to contact writer back.
SA John contacted writer stating customer has appointment to bring vehicle in to dealership 4/21/14 writer stated to contact writer when vehicle arrives and gave SA TS number as well.
Writer dialed customer and was informed he is not available and does not have voicemail.
Status update provided via email to the following email address:
[redacted]
Hello,
We have been in contact with the dealership and they have informed us you will be taken vehicle back into the dealership 4/21/14 we will be following up with them then.
Have a great day,
Melba
Jeep Enhanced Customer Satisfaction
End of Status Update
Writer dialed SA John who stated customer has not brought vehicle in as of yet today.
Writer dialed customer who stated he is taking vehicle into dealership after 6pm, writer stated we will follow back up with the dealership 4/22/14 to get update.
Writer dialed SA Mike who stated customer came in 4/21/14 and they contacted Sirius radio and renewed service and customer was present when this was completed.
Writer dialed customer who stated everything is working for now and writer informed customer we want customer to drive vehicle for a few days and will contact him back 4/24/14.
Writer dialed customer [redacted] left message stating we are following up on the satisfaction of the repairs and if everything is up to satisfaction there is no need to contact us back and case will be closed in 2 days, and if needed contact us back within those 2 days,
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJT3 | EC1[redacted] | **Open Date** | 02/12/2014 | **Built Date** | 01/27/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 07/16/2013 | **Mileage** | 6,500 | **Dealer Zone** | 35 | WASHINGTON | |
| **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** | 60376 | WHITTEN BROTHERS OF ASHLAND, INC | | | |
| **Dealer Address** | 11409 WASHINGTON HWY | | | | |
| **Dealer City** | ASHLAND | **Dealer State** | VA | **Dealer Zip** | 23005 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | GLEN ALLEN VA [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - uConnect Cellular System - Other - Default | Customer is seeking Lemon Law |
| Product - Electrical - Electronic Vehicle Security - Other - Default | Issue with Front Crash Warning system |

Briefly summarize why the customer is contacting Chrysler: Caller contacting Chrysler seeking her vehicle to be bought back. Caller states she is scared for her life to drive the vehicle now. Caller states she will not drive this vehicle again. Caller states that at first she kept having issues with Radio 5 times. Now the concern is for braking. Caller states that the vehicle locked up while she was driving 70mph. Caller states vehicle is at the DLR. Agent spoke with Shawn in service who advised that the customer brought the vehicle because it had randomly slammed on the brakes as if there was a vehicle in front of hers. SA Shawn had advised that the tech found a loose connector wrapped around brake and wiring harness under dash was loose. Also there is a code stored for the Front Sensor being blinded.
*
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? Dealer 60376
Is this a request for Lemon Law, buy-back or replacement? Buy Back
Reassigned to 91L
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
***Deborah with the I2R Customer Resolution Team is responsible for this CAIR. If the customer should call, please direct them to contact Deborah at 888-542-7239, extension 2123. Thank you. ***
-Called customer to complete initial contact but customer was not able to

speak at this time. Agreed to send customer an email to provide my contact information for a call back. Corrected email address for customer from [redacted]t to [redacted].
Status update provided via email to the following email address:
g[redacted]
Your case has been sent to my office for Special Handling. Please contact Deborah at 888-542-7239 x2123 when you are able to discuss your current vehicle concerns.
End of Status Update
-LVM for customer, including my contact information, and requested a call back to discuss current vehicle concern.
-Received voice message from customer, customer requested a call back.
-Called customer at [redacted] and introduced myself as her CM. Advised customer case has been sent to me for Special Handling. Customer said she has concern with the vehicle braking sensor. Customer said the vehicle is at Whitten Brothers of Ashland at this time and customer said vehicle has been repaired but she is afraid to drive it. Told customer that I will contact Whitten Brothers of Ashland and request a Star Case opened to offer recommendations or to confirm vehicle repaired. Customer said she is using a loaner vehicle since 01/17 and that she has spoken to GSM Zac and the DM. Verified the mileage on the vehicle to be approximately 7,000. Told customer that I am here as her advocate and want to assist with the case resolution. Customer said she will not pick up the vehicle. Told customer that as her CM, I have the authority to offer a final decision on her case including possible trade assistance. Advised that I will contact Whitten Brothers of Ashland and determine how I can better assist and that I will call her back within 2 days to review a plan of action toward a resolution.
-LVM for SA Shawn with Whitten Brothers of Ashland, included my contact information and requested SA Shawn to call back to confirm STAR case opened.
-Received call from SA Shawn with Whitten Brothers and SA Shawn confirmed vehicle has been repaired. Told SA Shawn that we will still want a STAR case opened to show recommendations for repair.
-Received call from SA Shawn who said they did open a STAR case while vehicle was being repaired. SA Shawn provided me with STAR case 628374.
-Reviewed CAIR and confirmed a STAR case was opened on today
-Called customer and told her that the vehicle repairs are in progress and that I have confirmed that SA Shawn with Whitten Brothers has opened a STAR case to receive recommendations for repair. Customer said will not be picking up the vehicle after it is repaired. Told customer that we want to know from her perspective how vehicle is performing after it is repaired. Customer said that the dealership can drive it after it is repaired. Told customer our priority is to ensure the vehicle is repaired for her but that I have the authority to review for a final decision if necessary.
-Called Whitten Brothers and spoke with SA Shawn who said they received recommendations through STAR and were told to release vehicle back to the customer since they are unable to duplicate the concern with random braking and there were no stored codes. SA Shawn said the customer refused a rental so they allowed her to use a loaner vehicle but that she has been in the loaner since 01/20.
-Called customer and explained to her that the diagnosis has been completed and that I have confirmed that STAR was involved with the diagnosis. Customer refuses to pick up vehicle and customer said the diagnosis is incorrect. Told customer at this time, we will request that she pick up her vehicle and return the loaner vehicle to Whitten Brothers.
-Called Whitten Brothers of Ashland and spoke with SA Shawn who said the customer has still not picked up her vehicle yet.
Sent email to customer requesting that she pick up her vehicle today. Also advising that no further action will be taken on the case at this time.
Status update provided via email to the following email address:
[redacted]
Your vehicle diagnosis has been confirmed as unable to duplicate. Please

make arrangements to pick up your vehicle. Since no repairs were made, we will take no further action at this time.
End of Status Update

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEJG3 E[redacted] | ***Open Date*** | 02/14/2014 | ***Built Date*** | 04/23/2013 | | |
| ***Model Year*** | 2014 | ***Body*** | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 01/03/2014 | ***Mileage*** | 12,000 | ***Dealer Zone*** | 63 | DALLAS | |
| ***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*** | 63509 | BERGERON CHRYSLER-JEEP | | | |
| ***Dealer Address*** | 3525 VETERANS MEMORIAL BLVD | | | | |
| ***Dealer City*** | METAIRIE | ***Dealer State*** | LA | ***Dealer Zip*** | 0010 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | LAFAYETTE LA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Brakes - Anti-Lock Brake System - Defective - Default | Brakes did not work |
| Corporate - Survey By-Pass - Default - Default - Default | Dash board has gone out 6 times. |
| Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default | Dash board has gone out 6 times. |

Briefly summarize why the customer is contacting Chrysler: Customer called because she is having repeat issue with the dash board going out. Customer states that the vehicle has been at the dealership 5 times and it is now in there for the 6th time. Customer states that the dash went out and when the customer pushed on the brake the vehicle did not stop. Customer states that she was almost in an accident. Customer states that she does not want the vehicle anymore. Agent tried to get a hold of the dealership but the dealership was closed for the night.
Briefly summarize what the customer is expecting: Customer is expecting tohave the vehicle bought back.
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: N/A
Who has possession of the vehicle? Delaership
Is this a request for Buy-Back
Reassigned to 91L
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
Customer stating that the number to call him back on is [redacted] and not the numbers listed on lines 13 and 14.
Agent referred to AC#17118 and mentioned that due to the heightened sense of awareness and sensitivity related to your concern, we have escalated your case to a more appropriate area for review and that they will be contacted soon regarding their escalated case and that the agent has

noted new contact number which is [redacted]
Customer called for an update. Agent advised 1 to 2 business day timeframe. Customer thanked agent.
Customer called back once again for information on her file. Customer was informed that the information on file needed to be reviewed and that she would get a call back within 1-2 business days.
Caller was Trampas Pierce who also drives the vehicle.
***The I2R Customer Resolution Team is now responsible for the CAIR. If the customer should call, please advise them to contact their I2R Coordinator Jaime at 1-888-542-7239, extension 2155. Thank you in advance***
Called the customer on his home contact number and she advised that currently the vehicle is at the dealership for service as of 02/14/14. I apologized to customer for the inconvenience, as I can certainly understand their frustrations and concerns. I advised the customer that their case has been forwarded to me for special handling. The customer advised that he almost had and accident with vehicle because the unit would not brake. The customer advised that she has been speaking with Doreen with the Customer Relations department at the dealership to try to get him into another vehicle. The customer advised that at this point he no longer wants to drive the vehicle. I advised the customer that I would like to review his/her case with the dealership, and will call them back to review a plan of action towards a resolution. Customer has accepted my offer and was appreciative. Advised customer I will contact their dealers and follow up with him later in the week.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-02-18 @ 12:19
- Called Bergeron CDJ and spoke with the handling service advisor Rick who advised me that the vehicle is at the dealership for service and that the instrument cluster is completely gone. I questioned if there were any aftermarket items in or on the vehicle and he advised that he did not think so. Rick stated that the vehicle was driven for four months by the Mr. Bergeron the owner of the dealership and he never had any concerns or issues with the unit. I advised that the customer wanted to trade out of the vehicle and Rick stated that he is trying to move from a Summit to an SRT and that is a big jump. I advised that I would possibly be able to assist but if the customer is adamant about an SRT then I will not be able to assist him. I was able to update the repair history and advised that I appreciated the update
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Called the customer on his home contact number and I advised that the dealership is still working to diagnose the vehicle concerns with my TAPS tech. The customer questioned when we would be opening up the idea of a replacement. I advised to the question that at this time that is not an option and that the dealership is working to repair the vehicle and once I have additional information I will get him updated.
Called Bergeron CDJ and was able to speak with the service manager Jimmy who advised that the new instrument cluster is set to arrive on Monday. I advised that I appreciated the updated information on the case and will speak to him soon.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Case review
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Called the customer on his home contact number and I advised that the dealership has repaired the vehicle with the assistance of my TAPS tech. I advised to the customer that the dealership is requesting that he test drive the vehicle with the service manager before taking the unit with him. The customer advised that he tried to trade the vehicle in yesterday

but they were going to be upside down by $10k. I advised to the customer that I would like for him to take possession of the vehicle and give it a chance. I advised to the customer that I would like to follow up with him later this week to see how the vehicle is doing. The customer stated that he will give it this one opportunity and I advised that I appreciated it.
Received a call from the customer and he advised that he is extremely unhappy because he is sitting in his vehicle and the unit will not start. The customer advised that he is sitting in front of his boss home and the vehicle is giving him an error message Service Required, and Blind spot unavailable. I advised to the customer that I was very sorry for the inconvenience and to please have the dealership give me a call once they are there to pick up the vehicle. The customer advised that at this point he wants the vehicle replaced.
Vehicle is at the dealership - BERGERON CHRYSLER DODGE JEEP RAM (63509)
Update triggered by S45518C
Called the customer on his home contact number and he advised that the dealership did pick up the vehicle and him and that they are both at the dealership at this time. I was able to speak with Doreen who advised that Enterprise did not have any vehicles that the customer would accept so they are putting him in a loaner vehicle from the dealership. I advised that I understood completely and that I will follow up with the service manager once they have had a chance to diagnose the no start concern.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Case Review
AM at Dealership. Car delivered to customer yesterday, check engine light came on when delivered to customer. Radiator fan plug had come loose. Today, customer could not gte vehicle to start. Delaership sent people out to customer, verified no start, then started. SM has stored codes. AM is processing a Replacement offer. Customer has lost faith in vehicle.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Called the customer on his home contact number and I advised that a replacement has been granted and should he have any questions or concerns to please give me a call back.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Called customer and informed him the AM is still only authorizing a replacement. Customer states he does not feel he is receiving anything for his inconvenience. Informed customer he is receiving a new vehicle and if he does not feel that is fair compensation then he was not obligated to accept the offer. Customer stated he would accept the replacement.
Received call from customer [redacted] stating his new vehicle is also having problems with the windshield wipers, rear bumper camera and vehicle telling him to brake as well as not starting. Customer states he would like a Dodge vehicle and no longer wants a Jeep. Advised customer to contact customer service for assistance and if they cannot assist with the new vehicle concerns, then his case would be escalated to our department. Customer understood.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT4 | EC[redacted] | **Open Date** | 02/18/2014 | **Built Date** | 08/08/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/22/2013 | **Mileage** | 10,424 | **Dealer Zone** | 35 | WASHINGTON | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 58285 | CHERRY HILL DODGE | | | |
| **Dealer Address** | 1708 WEST MARLTON PIKE | | | | |
| **Dealer City** | CHERRY HILL | **Dealer State** | NJ | **Dealer Zip** | 08002 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | MALVERN PA[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | Cruise control shuts itself off |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | ECS customer vehicle |
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | Forward Crash warning flashes |
| Recall - N55: FORWARD COLLISION WARNING - Reoccurance or Related Problem | Forward Crash warning flashes |

Dealer code: 58285
POC Name: SA DIANE
POC number: 856-382-1627
POC email: driggs@cherryhilltriplex.com
Current mileage: 10424
Customer name [redacted]
Customers concern: adaptive cruise control shuts itself off; forward crash warning is flashing on the dash; maintenance
Is customer in rental: NO was shuttled
Is customer waiting: NO
All customer contact numbers: [redacted] cell
Best time of day to contact customer: anytime
Dealer diagnosis (if completed): NO
SA Diane calling to open cair for this ECS customer vehicle. Customer is not waiting, was taken by shuttle. Writer advised dealer can complete any diagnosis but no repairs until contacted by TS and will submit cair to have CA assigned. SA stated customer advised them he loves to come in to dealership now as they get him in and out quickly.
Reassigned to 88W.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-02-18 @ 09:46
Status update provided via email to the following email address:
[redacted]
My name is Penni and I have been assigned as your Customer Advocate.

Here is some information that you may find helpful:
Enhanced Customer Satisfaction phone number: 1-800-763-8422
Your Case Number: [redacted]
My direct extension: 66314
My work hours: 9:30 AM to 6:00 PM Eastern Standard Time, Monday Friday
End of Status Update
SA Diane calls to speak with their Customer Advocate.
Transferred the customer to CR913 at ext 66039.
Diane/SA calling to get approval on TSB. Writer advised dealer needs to wait for contact from TS before proceeding.
Dealer (SA) Diane calls to speak with their Case Manager.
Transferred the customer to PR708 at ext 66314.
Writer took call from SM. SM states that there is a flash update TSB to resolve the concern. Writer advised that TS needs to authorize TSB. SM states that she can offer the customer a rental but he will not be happy with the fee of $5.00 a day. Writer advised that SM can advise that ECS will reimburse customer the extra cost of the fee. SM will offer customer rental.
Customer left message requesting call back.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer states he was told its a 15 minute repair but they didn t get authorization. Customer states that the issue is ongoing and he live an hour away from the dealership. Writer explained ECS. Customer states he will not be back in New Jersey until Thursday. Writer advised that rental will be provided until Thursday. Customer requests follow up on repairs once available.
Writer attempted to contact SM, left on hold for several minutes. Unable to reach SM or leave a message.
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE#[redacted]FOR INFORMATION
Writer contacted customer at [redacted]. Message left.
Begin Customer Message reviewed:
I also left a voice mail. First thanks for your follow up call, however I got my car back today and within 2 or 3 miles I had the same problem with the forward collision warning light come. on. Needless to say i am VERY upset that this car has been back a few times and it is not fixed. I had other problems when the car had only 500 miles on it that took months to get fixed. I am beginning to think this car is a lemon...
Please call me on my cell [redacted] to discuss.
End of Reviewed Customer message
[redacted] called requesting to speak to CA PR708 .Writer advised customer that CA PR708 is not currently available. Customer does not want to leave a voicemail. Writer advised will notate case for a callback to customer.
Begin Customer Message reviewed:
Please call. 6[redacted]
Case #:[redacted]
VIN: 1C4RJFCT4EC[redacted]
[redacted]
End of Reviewed Customer message
Writer attempted to contact SA, service department is closed.
Writer contacted customer at [redacted]. Message left.
Mr. Charles Epstein called to speak with a Supervisor, not a Customer Advocate. Writer asked the reason and as customer provided explanation, customer s phone dropped the call. Customer states that around 9 AM Thursday 2/20/14 the vehicle was returned to customer after repair, but the issue happened again very soon after leaving the dealership. Customer took the vehicle back to the dealer the same day. At this time, the customer s call dropped from the line. Writer did not have an opportunity to verify customer s contact information or search for an available Supervisor to take the call.
Customer called back in and writer took call and transferred call over to NIC TP405.
***** Supervisor Call ******

Writer took call from customer who feels that his CA is not keeping in contact with him. Writer confirmed phone number for customer to be contacted on as same as given. Customer would like to be called around 11 am his time. Would like CA to find out if dealership can provide him a similar type rental as there are storms expected. The vehicle is experiencing the same concens with the adaptive cruise control shutting itself off; and the forward crash warning is flashing on the dash. Customer expects a resolution or will need to file Lemon law.
Writer contacted customer. Writer inquired what day and time would be best for customer to get back into the dealership. Customer states he will be in New Jersey tomorrow and Thursday. Customer states he also spoke to SA Diane and she is trying to schedule an appointment and arrange a like rental. Writer to follow up with SA and make sure customer is contacted with appointment information.
Writer attempted to contact SA, left on hold for 8 minutes, call disconnected.
Writer contacted SA. SA confirms that she is aware of the concerns. SA states that customer is able to come in any time but will not drop the vehicle off until they have a Jeep available for rental. SA confirms that customer is aware that she will contact him when they do have a Jeep for him.
Customer left message stating that SM advise to him that ECS would not authorize a different brand rental.
Writer contacted SA Diane. Writer advised that ECS will authorize a diffrent brand vehicle. SA states that Enterprise won t take $20.00 a day for rental of another brand. Writer advised that writer can authorize up to $40.00 a day. Writer advised that if there was an issue with the RA a direct check could be sent. SA confirmed with Enterprise that they will provide the AWD for $40.00 a day. SA to set up rental for customer.
Writer contacted customer. Customer confirms that he is in a rental. Customer inquired if vehicle would be done today as he lives an hour away. Writer advised to keep rental as repairs will most likely not be completed today. Wrirter to follow up later if there is repair information.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-02-28 @ 12:45
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted]1 FOR INFORMATION
TS prompted.
Writer attempted to contact dealership, unable to reach SA or leave message as line for dealership rang for several minutes.
Writer attempted to contact SA, advised that service is closed.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted]1 FOR INFORMATION
Writer attempted to contact customer, message left.
SA, Diane, requested to speak with CM. Agent attempted to contact CM two times. Agent provided SA with CMs contact phone number and transferred SA to leave a message.
TS prompted to contact SM.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer attempted to act customer at [redacted], message left.
Writer contacted customer. Customer states that the AC was making the same sound. Customer states that he brought the vehicle back in on Monday and they were able to locate a code this time and they have ordered a sensor. Customer states that the part is on BO. Writer offered to contact the dealership for the part# in attempts to get it expedited. Writer to follow up with ETA.
Writer contacted SM. SM states that the part# 68223771AE. Writer advised will try to expedite.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68223771AE,Order[redacted],OMC#26383848
on 2014-03-11 @ 12:30
Writer attempted to contact customer at [redacted], message left.

SM Diane left message requesting call back.
Writer attempted to contact SM, unable to leave a message as service line rang for several minutes with no option to leave a message.
SM Diane calling requesting to speak with CA. Writer transferred to 66266 CA Debbie
Diane sm called to advise ACC cruise sensor needs to be replaced. Writer advised Diane sm to go forward with repair.
SM Dianne called in asking to speak to the CM PR708. CM Not available. SM Diane just wanted to advise that the issue has been resolved.
Dm notes added.
Writer attempted to contact customer to confirm issue was resolved, message left. Follow up again 3/24.
Status update provided via email to the following email address:
[redacted]
I have received confirmation that your vehicle has been repaired. If you are satisfied with the repair, there is no need to follow-up with me. However, if you do have additional questions or concerns, please contact me at:
Enhanced Customer Satisfaction phone number: 1-800-763-8422
My direct extension: 66314
My work hours: 9:30 AM to 6:00 PM Eastern Standard Time, Monday Friday
If I have not heard from you within 2 business days I will assume everything has been resolved and will be marking your case as closed.
End of Status Update
****** START OF SUPPORT ESCALATION by T1095DG******
**** Update from Expediting Team for ****
Part#68223771AE,Order#00310C,OMC#26383848
RCVD AT DLR 1039573
****** END OF SUPPORT ESCALATION ****** by T1095DG
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.
OMC# 26383848Order# 00310C FOR PN: 68223771AE IS RESOLVED

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECG7 | EC[redacted] | ***Open Date*** | 02/25/2014 | ***Built Date*** | 04/23/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/31/2013 | ***Mileage*** | 5,700 | ***Dealer Zone*** | | | |
| ***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) | | | | | |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted]. | ***Home Phone*** | |
| | CORONA CA [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | Fwd Collision Warning inop at times |
| Corporate - Technical Assistance - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
2104 Grand Cherokee Overland
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Comments:
I bought this car from a Jeep dealer with 5000 miles on it (certified and owned by an employee). It has been nothing but problems so far. In addition, they don t seem to know the answers to several things.
Is FCW only supposed to work with ACC on?
I tried to get it to work, but couldn t. Then it worked once with ACC on and not when off. Then one day it worked with ACC off.
Is there any type of criteria you can share about when it is supposed to activate?
What mode, how far from obstacle?
Secondly, when using paddle shifters from D mode, the manual says, it should revert to auto (D) if I accelerate hard. Mine doesn t do that and the dealer says once you use paddle shifters you must put back in to auto mode on your own. When I told them what the manual says, they shrugged.
3/14/14 Q1. According to available information, FCW is not only supposed to work with ACC on.
The customer should refer to the Owner s Manual for detailed information about their vehicle. The Owner s Manual can be viewed online at:
www.jeep.com/en/owners/manuals/
FORWARD COLLISION WARNING (FCW) WITH MITIGATION IF EQUIPPED
Forward Collision Warning (FCW) With Mitigation Operation
The Forward Collision Warning (FCW) system with mitigation provides the driver with audible warnings, visual warnings (within the EVIC), and may apply a brake jerk to warn the driver when it detects a potential frontal collision. The warnings and limited braking are intended to provide the driver with enough time to react, avoid or mitigate the potential collision.

NOTE: FCW monitors the information from the forward looking sensors as well as the Electronic Brake Controller (EBC), to calculate the probability of a forward collision. When the system determines that a forward collision is probable, the driver will be provided with audible and visual warnings and may provide a brake jerk warning. If the driver does not take action based upon these progressive warnings, then the system will provide a limited level of active braking to help slow the vehicle and mitigate the potential forward collision. If the driver reacts to the warnings by braking and the system determines that the driver intends to avoid the collision by braking but has not applied sufficient brake force, the system will compensate and provide additional brake force as required.

When the system determines a collision with the vehicle in front of you is no longer probable, the warning message will be deactivated.

NOTE:

The minimum speed for FCW activation is 5 mph (10 km/h).

The FCW alerts may be triggered on objects other than vehicles such as guard rails or sign posts based on the course prediction. This is expected and is a part of normal FCW activation and functionality.

It is unsafe to test the FCW system. To prevent such misuse of the system, after four Active Braking events within a key cycle, the Active Braking portion of FCW will be deactivated until the next key cycle.

The FCW system is intended for on-road use only. If the vehicle is taken off-road, the FCW system should be deactivated to prevent unnecessary warnings to the surroundings. If the vehicle enters 4WD Low Range, the FCW system will be automatically deactivated.

WARNING!

Forward Collision Warning (FCW) is not intended to avoid a collision on its own, nor can FCW detect every type of potential collision. The driver has the responsibility to avoid a collision by controlling the vehicle via braking and steering. Failure to follow this warning could lead to serious injury or death.

Turning FCW ON Or OFF

NOTE: The default status of FCW is On , this allows the system to warn you of a possible collision with the vehicle in front of you.

The forward collision button is located on the switch panel below the Uconnect display.

To turn the FCW system OFF, press the forward collision button once to turn the system OFF (led turns on).

To turn the FCW system back ON, press the forward collision button again to turn the system ON (led turns off).

Changing the FCW status to Off prevents the system from warning you of a possible collision with the vehicle in front of you.

Changing the Active Braking status to Off prevents the system from providing limited autonomous braking, or additional brake support if the driver is not braking adequately in the event of a potential frontal collision.

NOTE: The FCW system state is kept in memory from one key cycle to the next. If the system is turned OFF, it will remain off when the vehicle is restarted.

Changing FCW And Active Braking Status

The FCW Sensitivity And Active Braking Settings are programmable through the Uconnect System. Refer to Uconnect Settings in Understanding Your Instrument

Panel for further information.
The default status of FCW is the Far setting and the Active Braking is the On setting, this allows the system to warn you of a possible collision with the vehicle in front of you when you are farther away and it applies limited braking. This gives you the most reaction time to avoid a possible collision.
Changing the FCW status to the Near setting, allows the system to warn you of a possible collision with the vehicle in front of you when you are much closer. This setting provides less reaction time than the Far setting, which allows for a more dynamic driving experience.
NOTE:
The system will retain the last setting selected by the driver after ignition shut down.
FCW may not react to irrelevant objects such as overhead objects, ground reflections, objects not in the path of the car, stationary objects that are far away, oncoming traffic, or leading vehicles with the same or higher rate of speed.
FCW will be disabled like ACC, with the unavailable screens.
FCW Limited Warning
If the system turns off, and the EVIC displays ACC/ FCW Limited Functionality or ACC/FCW Limited Functionality Clean Front Windshield momentarily, there may be a condition that limits FCW functionality. Although the vehicle is still drivable under normal conditions, the active braking may not be fully available. Once the condition that limited the system performance is no longer present, the system will return to its full performance state. If the problem persists, see your authorized dealer.
Service FCW Warning
If the system turns off, and the EVIC displays:
ACC/FCW Unavailable Service Required
Cruise/FCW Unavailable Service Required
This indicates there is an internal system fault. Although the vehicle is still drivable under normal conditions, have the system checked by an authorized dealer.
***
Q2. According to available information, if the customer were to accelerate hard, while in paddle shift mode, the vehicle will not exit paddle shift mode and revert back to Drive (D).
***
Reassigned file back to ALM30 for proper handling.
Dear T[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
The Forward Collision Warning (FCW) system with mitigation provides the driver with audible warnings, visual warnings (within the EVIC), and may apply a brake jerk to warn the driver when it detects a potential frontal collision. The warnings and limited braking are intended to provide the driver with enough time to react, avoid or mitigate the potential collision.
FCW monitors the information from the forward looking sensors as well as the Electronic Brake Controller (EBC), to calculate the probability of a forward collision.
When the system determines that a forward collision is probable, the driver will be provided with audible and visual warnings and may provide a brake jerk warning.
If the driver does not take action based upon these progressive warnings, then the system will provide a limited level of active braking to help slow the vehicle and mitigate the potential forward collision. If the driver reacts to the warnings by braking and the system determines that the driver intends to avoid the collision by braking but has not applied sufficient brake force, the system will compensate and provide additional

brake force as required.
When the system determines a collision with the vehicle in front of you is no longer probable, the warning message will be deactivated.
The minimum speed for FCW activation is 5 mph. The FCW alerts may be triggered on objects other than vehicles such as guard rails or sign posts based on the course prediction. This is expected and is a part of normal FCW activation and functionality.
It is unsafe to test the FCW system. To prevent such misuse of the system, after four Active Braking events within a key cycle, the Active Braking portion of FCW will be deactivated until the next key cycle.
The FCW system is intended for on-road use only. If the vehicle is taken off-road, the FCW system should be deactivated to prevent unnecessary warnings to the surroundings. If the vehicle enters 4WD Low Range, the FCW system will be automatically deactivated.
Forward Collision Warning (FCW) is not intended to avoid a collision on its own, nor can FCW detect every type of potential collision. The driver has the responsibility to avoid a collision by controlling the vehicle via braking and steering. Failure to follow this warning could lead to serious injury or death.
The default status of FCW is On , this allows the system to warn you of a possible collision with the vehicle in front of you.
The forward collision button is located on the switch panel below the Uconnect display. To turn the FCW system OFF, press the forward collision button once to turn the system OFF (led turns on).
To turn the FCW system back ON, press the forward collision button again to turn the system ON (led turns off).
Changing the FCW status to Off prevents the system from warning you of a possible collision with the vehicle in front of you.
Changing the Active Braking status to Off prevents the system from providing limited autonomous braking, or additional brake support if the driver is not braking adequately in the event of a potential frontal collision.
The FCW system state is kept in memory from one key cycle to the next. If the system is turned OFF, it will remain off when the vehicle is restarted.
The FCW Sensitivity And Active Braking Settings are programmable through the Uconnect System.
The default status of FCW is the Far setting and the Active Braking is the On setting, this allows the system to warn you of a possible collision with the vehicle in front of you when you are farther away and it applies limited braking. This gives you the most reaction time to avoid a possible collision.
Changing the FCW status to the Near setting, allows the system to warn you of a possible collision with the
vehicle in front of you when you are much closer. This setting provides less reaction time than the Far setting,
which allows for a more dynamic driving experience.
The system will retain the last setting selected by the driver after ignition shut down.
FCW may not react to irrelevant objects such as overhead objects, ground reflections, objects not in the path of the car, stationary objects that are far away, oncoming traffic, or leading vehicles with the same or higher rate of speed.
FCW will be disabled like ACC, with the unavailable screens.
If the system turns off, and the EVIC displays ACC/FCW Limited Functionality or ACC/FCW Limited Functionality Clean Front Windshield momentarily, there may be a condition that limits FCW functionality. Although the vehicle is still drivable under normal conditions, the active braking may not be fully available.
Once the condition that limited the system performance is no longer present, the system will return to its full performance state.
If the FCW system turns off, and the EVIC displays: 'ACC/FCW Unavailable Service Required' or 'Cruise/FCW Unavailable' Service Required; This indicates there is an internal system fault. Although the vehicle is still drivable under normal conditions, have the system checked by an authorized dealer.

Regarding your paddle shifter question, according to available information, if the driver were to accelerate hard while in paddle shift mode, the vehicle will not exit paddle shift mode and revert back to Drive (D) as the system 'thinks' that operator is intending to continue to use of paddle mode shifting.
We hope this information helps you better understand the features of your vehicle. For details on how to operate and maintain your vehicle, please refer to the vehicle owner s manual. You can view, download and print Owner Manuals, Warranty Booklets, and Maintenance Schedules by visiting the Jeep brand website at http://www.jeep.com/en/owners/manuals/
Owner s Manuals have been prepared with the assistance of service and engineering specialists to tell you about specific vehicles. Included are: starting, operating, emergency and maintenance procedures, specifications, capabilities and safety tips.
Thanks again for your email.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG3 | EC[redacted] | ***Open Date*** | 02/20/2014 | ***Built Date*** | 11/10/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 12/12/2013 | ***Mileage*** | 2,000 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 66162 | TATE CHRYSLER FREDERICK | | | |
| ***Dealer Address*** | 5629 BUCKEYSTOWN PIKE | | | | |
| ***Dealer City*** | FREDERICK | ***Dealer State*** | MD | ***Dealer Zip*** | 1701 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | HAGERSTOWN MD[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - CNA Change - Default - Default - Default | coin update |
| Corporate - Product Information - Default - Default - Default | customer has issue front collision warning |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer is having an issue with his front collision warning system in his new vehicle. Had about 2 months, issue cannot get resolved. One thing the customer cannot get working is the front end collision warning system. Dealership has lack of knowledge about his vehicle (sales and service). Customer and agent looked in owners manual to see if we could get this working but no luck. Agent offered to call dealership but customer stated that he would go in and speak with them about this.
Agent advised that if dealership cannot get this working to please give us a call back and we will assist in this matter further.
Customer thanked agent for the help and information.
Briefly summarize what the customer is expecting: to get his front end collision warning system working properly.
**********
Reassigned to PC739 for survey bypass
No diagnosis at this time
Please close.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG7 E[redacted] | ***Open Date*** | 02/25/2014 | ***Built Date*** | 08/19/2013 | | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 10/10/2013 | ***Mileage*** | 8,300 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 09861 | GRIFFIN MOTORS COMPANY | | | |
| ***Dealer Address*** | 11031 PERRY HIGHWAY | | | | |
| ***Dealer City*** | MEADVILLE | ***Dealer State*** | PA | ***Dealer Zip*** | 16335 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | MEADVILLE PA 1[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | caller states adadptive cruise make vehicle jerk |
| Product - Fuel System - Fuel Tank - Other - Default | caller states he gets very poor gas mileage |
| Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default | customer states vehicle does not shift properly |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

****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
Briefly summarize why the customer is contacting Chrysler: Customer called in for information on recalls for his vehicle.
1.The customer states when he is going up hill the vehicle will not shift properly. The customer lives on a hill. The customer states the vehicle is not going uphill properly.
2. The customer states the adaptive cruise control gives you the feeling like someone is hitting the brake.
3.The customer states that the mileage is down 4-7 miles per gallon from his previous vehicle.
4. The customer states that he has wind noise in the vehicle as well.
The customer has had his vehicle into the dealership three times for all of the concerns listed. The customer was told that everything is within normal operating.
Briefly summarize what the customer is expecting: Customer wants to place information on file in regard to problems with new vehicle purchased.
referred caller back to the dealership for further investigation and diagnosis of concerns with vehicle.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT0 | EC[redacted] | ***Open Date*** | 02/26/2014 | ***Built Date*** | 0 /10/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 09/16/2013 | ***Mileage*** | 8,916 | ***Dealer Zone*** | 74 | DENVER | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 62082 | FURY MOTORS INC | | | |
| ***Dealer Address*** | 1000 CONCORD ST S | | | | |
| ***Dealer City*** | SOUTH ST PAUL | ***Dealer State*** | MN | ***D aler Zip*** | 55075 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | LAKEVILLE MN [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | adaptive cruise is giving a brake message with nothing in front |
| Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default | adaptive speed controls are going past the set speed |
| Product - Electrical - uConnect Cellular System - Other - Default | contact list shows 2 different contacts for the same number |
| Product - Electrical - Navigation System - Unknown - Default | navigation does not recognize destinations |
| Product - Drivability - Unknown - Other - Default | rattle in the front end |
| Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front | rear window washer doesn-t spray very well |
| Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default | transmission doesn-t up shift properly |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - Survey By-Pass - No Response - Default - Default | |

Dealer code: 62082
POC Name: Chris\SA
POC number/ email: 651-251-8255
Current mileage: 8916
Customer name: [redacted]
Customers concern: rattle in the front end, adaptive speed controls are going past the set speed, adaptive cruise is giving a brake message with nothing in front of vehicle, navigation does not recognize destinations, contact list shows 2 different contacts for the same number, rear window washer doesn t spray very well, transmission doesn t up shifting.
Is customer in rental? No
Is customer waiting? No
All customer contact numbers: [redacted]
Best time of day to contact customer: Any
Dealer diagnosis (if completed): No
Advised dealership diagnosis, Recalls or RRT can be done but no repairs until TS calls.

CA contacted Chris/SA @ 651-251-8255. Dealer already performed flash updates without pre-approval for the PCM, TCM, and ELSD. Customer went on a ride along with TECH and was unable to duplicate the shifting issue or any of the Uconnect and Nav issues. CA explained delay with contact and that customer can be put in a rental.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-02-26 @ 11:22
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Line does not ring, it is a fast disconnect signal. CA attempted twice.
Per COIN [redacted]
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer received an inbound call from the customer requesting to speak with CM CR913 writer transferred the customer to CM CR913 ext 66039.
CAIR has been sent back because of the following reason:
Rejected per CA request
Call received from Mr. Fortner. CA advised of ECS program/process. Customer states his vehicle is back with him and the dealer is waiting for parts to come in. CA advised will contact dealer and will update customer once parts arrive.
Writer received call from SM Dwight. SM stated he would like to know when customer vehicle had restriction H placed on vehicle. Writer informed SM that restriction shows to have been put on 12/07/13. Writer asked SM if writer could help with anything, SM stated no and disconnected call.
Attempt made to contact Chris/SA & Dwight/SM. No answer and unable to leave a message.
Attempt made to contact Chris/SA. Left message advising case not escalated to TS due to vehicle not being at the dealer. Requested a call back from Chris/SA or Dwight/SM.
Writer received call from SM Dwight. SM stated he was trying to reach CA. Writer transfered SM over to EXT 66039.
Call received from Dwight/SM. CA confirmed we need the accurate vehicle information/status. Dwight/SM advised that flash updates were performed on vehicle. Dealer did diagnose all other concerns.
1) Rattle in front end when slowing down and turning.Customer drove with TECH and was unable to duplicate. Dealer inspected for loose parts. NPF.
2) Adaptive speed control going beyond set speed. Speedometer calibrated and tire pressure adjusted. Speedometer will remain a few MPH off, as the customer has larger tires on the vehicle.
3) Adaptive cruise alerts customer to brake when there is nothing in front of vehicle. This happened only after a car wash. Dealer inspected and could not duplicate issue. Possible guess of a thin layer of ice over the sensor after car wash.
4) Navigation not recognizing destinations. NPF.
5) After recent Uconnect software update, there are duplicate listings for the same contact. Normal operation.
6) Rear washer fluid barely comes out. Dealer found line pinched. Ordered new washer nozzle and trim panel. Parts are currently at dealership; customer will be contacted to bring vehicle in.
7) When turning and accelerating, vehicle intermittently will not upshift, and has to be shifting into neutral and back to shift. Could not duplicate issue.
CA advised ECS needs to be contacted once vehicle is at the dealer for the repair approval process.
Writer took call from SA Chris and normal CA CR913 is available and so writer transfered call to CR913
Call received from Chris/SA who stated the vehicle came back in today and repairs for the washer nozzle have been done. CA inquired why ECS was not contacted, again, after SM was notified we needed to be involved.
Chris/SA there is another repair that is needed, the washer fluid line needs to be replaced. CA advised if ECS is not contacted when vehicle comes back in, no repairs will be approved. Parts being ordered.
Attempt made to contact Chris/SA. Left message.
Voicemail received from Chris/SA advising parts should be in today and

inquiring what to do next.
2nd attempt made to contact Chris/SA. Left message.
3rd attempt made to contact Chris/SA. Left message.
62082 s Service Advisor Chris called to speak with CR913. Writer transferred call to x66039.
Call received from Chris/SA advising it is likely the customer was contacted about part arrival. Customer is not scheduled for repairs. Chris/SA states the final repair of the washer fluid line has not been done as of yet. CA reminded Chris/SA, again, that ECS needs to be contacted once the vehicle arrives for repair approval.
Attempt made to contact Mr. [redacted]. Left message advising customer needs to schedule an appointment for repair.
Writer called [redacted] seeking to confirm if appointment was scheduled.
Writer [redacted] left message
3rd attempt made to contact customer @ [redacted] Left message.
CLOSED LOOP UPDATE - no need for additional follow-up.
MR [redacted] called to speak with their Case Manager. Transferred the customer to CM CR913 at ext 66039 VM.
Voicemail reeived from Mr. [redacted] requesting a call back. Attempt made to contact customer. Left message.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG2 | EC1[redacted] | ***Open Date*** | 03/05/2014 | ***Built Date*** | 04/05/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/23/2013 | ***Mileage*** | 10,377 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***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*** | 45126 | PARK PLAZA DODGE | | | |
| ***Dealer Address*** | 7911 W. ROOSEVELT ROAD | | | | |
| ***Dealer City*** | FOREST PARK | ***Dealer State*** | IL | ***Dealer Zip*** | 0130 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | CHICAGO IL[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Rental Vehicle - Default - Default - Default | Customer is having rental issues |
| Product - Cooling System - Radiator - Other - Default | Radiator on back order for 3 weeks. |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle was taken to dealership that it was determined he would need a new radiator. Customer states that the dealer has a contract with enterprise and customer was required to take a Chrysler brand vehicle and he was provided a Jeep wrangler. Customer states that the wrangler had electrical malfunctions such as the brake lights did not work nor did the signal lights. Customer states that his vehicle will be down for 3 weeks because of back ordered radiator and is at enterprise at time of call and there are no Chrysler vehicles on the lot to provide to customer and customer wants to know if a rental could be provided for this. Customer states he would wait for a call back within 1 business day.
Briefly summarize what the customer is expecting: Customer is expecting replacement rental.
Agent advised customer that concern would be looked into. Agent finds that customer is in the ECS program and referenced AC Doc 22276 out lining a rental would be provided and also verified with team leader scott who advised to say yes and to escalate to ECS. Agent advised customer to obtain a working vehicle and that his concerns would be sent to enhanced customer satisfaction and an agent from that department would look to reach him in 1 business day.
***REQUEST FOR SPECIAL HANDLING***
NIC of TL consulted: Team Leader Scott
Reason for special handling request: Customers Chrysler brand enterprise rental experienced electrical problem and he needed to swap out for a non chrysler brand product.
Current location of the vehicle: Customers vehicle is at Hawk 45126 and

needs a new radiator and will be down for 3 weeks due to part not being available.
Date of last repair attempt:
Customer's preferred method of contact:
Customer phone number (Morning): [redacted]
Customer phone number (Evening):
Customer email address:
Dealer code (if applicable):
Dealer personnel involved (if applicable):
Assigned case to 88W
Writer contact dealership at phone # 708-366-1001 and spoke with SA Janet
Dealer code: 45126
POC Name and position: SA Sam (Comes in around 1:00 P.M. EST)
POC number: EXT 6144
Current mileage: 10377
Customer concern: 1) Coolant leak
Dealer diagnosis: Yes
Recommended repairs: Radiator needs to be replaced
Is the customer in a rental: Yes
Is the customer waiting: No
Customer name: [redacted]
All customer contact numbers: 7[redacted]
Best time of day for contact: daytime
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-03-06 @ 10:48
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] call dropped while listening to customer. Writer contacted customer back at phone # [redacted], and was given phone # [redacted] to contact customer at work since cell reception is not that great.
Writer contacted customer at phone # [redacted], and customer not happy about issues with rental writer explained situation with rental and customer is taken care of. Writer informed will look into the situation with the radiator taking up to 3 weeks to get to dealership and see about getting part sooner to dealership. Writer will look into options for lifetime coverage on vehicle.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer at phone # [redacted] writer informed that a radiator was replaced and has a whole bunch and nothing is leakign at this point in time. Writer will follow up on 3/13/2014 and issues with active cruise control will cancel at highway speeds and it stops working only at highway speeds. Writer will look into lifetime options and follow up with customer on 3/13/2014.
Writer contacted customer at phone # 3[redacted] Left Message to contact writer back at phone # 1-800-763-8422 EXT 66384.
Writer contacted customer at phone # [redacted]4, Left Message to contact writer back at phone # 1-800-763-8422 EXT 66384. Writer informed a decision has been reached and to contact writer back.
Writer going tooffer customer to upgrade customers 7yr/100,000 mil/$100 deductible max care SC to a lifetime max car $100 deductible SC.
Customer left voice message for writer asking to be contacted back.
Customer left voice message wanting to be contacted back at either this phone# [redacted] or this phone # [redacted].
Writer contacted customer at phone # [redacted], Customer alleges that customer s vehicle is still having issues with the active cruise control still canceling at highway speeds. Customer is trying to document the active cruise control issues. Writer informed will upgrade max care to lifetime and will follow up with customer in regards with once it is upgraded. Writer will follow up with issue with active cruise control issues as well.
Writer contacted customer at phone [redacted], left message informed in process of upgrading contract for customer and writer is also in process of checking to see how it is going with documenting the issues

with the active cruise control and writer can be contacted back at phone # 1-800-763-8422 EXT 66384.
Writer contacted customer at phone [redacted], Left Message asking customer how it is going with documenting the active cruise control.
Writer informed customer to setup and appointment and to contact writer back at phone # 1-800-763-8422 EXT 66384. Writer informed that SC has been upgraded to the lifetime and that if customer has any questions can contact this phone# 1-800-521-9922. Writer stated would follow up if writer has not heard from customer on 3/27/2014.
Customer left voice message letting writer know that customer is able to document some of the issues the customer has experienced. The Brake will come on with no vehicle in front of customer when going 65 MPH or higher happens in warmer. After driving 10 or more minutes at 65 or more miles a warning comes on for forward collision happen in colder weather. The warning will come. If customer has two cars in front of customer and the one right in front move these customers vehicle speeds up to the point where customer has to forcefully brake on system. Customer has an issue where the active cruise control stops working at the airport. Customer would like to when dropping off vehicle go on a test drive with a mechanic.
Writer contacted customer at phone [redacted]74, and customer informed writer that unable to setup the appointment today but customer will setup the appointment either 3/28/2014 or 3/29/2014 and get back in contact with writer with that information.
Writer contacted customer at phone [redacted] Left Messsage writer checking to see if able to setup an appointment with Dealership.
Writer contact dealership 45126 at phone # 708-366-1001 and spoke with SM Matt and was informed that no appointment was setup by customer.
Writer contacted customer at phone #[redacted], Left Message stating that writer sees that no appointment is setup for diagnosis adn case will be closed on 4/2/2014 if writer sees that no appointment has been made or contacted back.
Line Correction line 122
that writer sees that no appointment is setup for diagnosis and case will
Customer left message informing writer that an appointment was for 4/5/2014.
Writer contact dealership 45126 at phone # 708-366-1001 and S matt is busy so writer left message asking to verify the appointment setup for dealership by customer and to contact writer back at phone # 1-866-275-1420 Ext 66384.
Customer alleges saftey issues with vehicle with active cruise control and has taken video evidence and is going to delaership on 4/5/2014. Customer wants new sensor and new ABS module to be put into customers vehicle to be made happy.
Writer contact dealership 45126 at phone # 708-366-1001 and spoke with SD Matt and was informed customer s vehicle is not there and now new repair orders have been opened. Write will contact customer and see what is happening and SD Matt will follow up with his staff to see if customer came in.
Writer contacted customer at phone #[redacted], Left Message informing need appointment setup and to contact writer at phone # 1-800763-8422 Ext 66384 about the appointment. Customer advised that in regards with message left to writer to inform technician of expectations so they can perform a diagnosis for a proper resolution with the TS.
Dealer code: 45126
POC Name and position: Sam\SA or Tech\Scott
POC number: 7084056144
POC e-mail: No
Current mileage: 11231
Customer concern: FCW light comes on with no vehicle in front
Dealer diagnosis: None
Recommended repairs: None
Is the customer in a rental: Yes
Is the customer waiting: No
Customer name: [redacted]
All customer contact numbers: [redacted]4

Best time of day for contact: Any
Advised dealership diagnosis, Recalls or RRT can be done but no repairs until TS calls and provided case number.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-04-08 @ 16:57
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer at phone # [redacted], Writer informed of the fact the TS and dealership are working together to get this taken care of for customer.
CAIR ESCALATION UPDATE
SEE STAR CASE# 6[redacted] FOR INFORMATION
Writer contacted customer at phone [redacted], left message informing still in process of diagnosis and repair. If customer needs to contact writer back writer can be contacted at phone # 1-800-763-8422 Ext 66384.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted cust ph ne # [redacted] 4, Left message informing writer is contacting to verify repairs and if customer was able to pick up vehicle and to contact writer back at phone # 1-800-763-8422 Ext 66384.
Customer left message informing writer that customer does not have vehicle yet.
Writer contacted customer at phone # [redacted] and customer picked up vehicle and everything is working properly so far. Customer would like case open a couple more days. Writer informed will keep case open until 4/21/2014 and if writer has not heard back from customer writer will close case. Customer is okay with this.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBG2 | EC[redacted] | **Open Date** | 03/10/2014 | **Built Date** | 07/31/2013 | |
| **Model Year** | 2014 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/17/2013 | **Mileage** | 5,600 | **Dealer Zone** | 70 | | |
| **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** | 60003 | MIDWAY CHRYSLER JEEP | | | |
| **Dealer Address** | N 550 ALBERTA | | | | |
| **Dealer City** | POST FALLS | **Dealer State** | ID | **Dealer Zip** | 83854 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | E-MAIL |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | SPOKANE WA[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Lamps and Switches - Other - Default | Forward collision warning system not working |
| Corporate - CNA Change - Default - Default - Default | Updated information |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Forward collision warning system
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I took delivery of a new 2014 Jeep Grand Cherokee Limited last August. Initially the FCWS worked fine. However, it has not since early fall. My local dealer tried on three separate occasions to find the problem, and has consulted by phone and email with Chrysler engineers with no success. Has any progress been made on this problem? (It seems particularly odd sice the Adaptive Cruise Control works fine.)
*****END OF CUSTOMER EMAIL*****
VIN: ECZ[redacted]
Mileage: 5600
Servicing Dealer: Barton
Title:
First Name: [redacted]
Middle Initial:
Last Name: [redacted]
Address 1: [redacted]
Address 2:
City: Spokane
State: WA
Zip: [redacted]
Email: [redacted]
Home Phone [redacted]:
Thank you for contacting the Jeep Assistance Center.
I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention.

Unfortunately, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group or contact their regional Business Center.
Thanks again for your email.
Sincerely,
Melissa
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
Reassigning to SG893 as customer has not completed a diagnosis.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM4 | EC[redacted] | ***Open Date*** | 03/11/2014 | ***Built Date*** | 11/11/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 02/09/2014 | ***Mileage*** | 1,450 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 26550 | BOB BAKER CHRYSLER JEEP | | | |
| ***Dealer Address*** | 5555 CAR COUNTRY DR | | | | |
| ***Dealer City*** | CARLSBAD | ***Dealer State*** | CA | ***Dealer Zip*** | 92008 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | RANCHO SANTA FE CA 9[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | Concerned that the forward collision mitigaton system is not working. |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Forward Collision Warning
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I took my new vehicle for servicing last week as the Forward Collision control system doesn t appear to be working properly, nor has it ever since purchasing the vehicle. The warning system has only sounded a couple of times and at times that it does not seem at all appropriate. Other times, no warning or crash mitigation has occurred in situations where I assumed it would clearly be activated. At one time, a warning light appeared on the display about the FC system not working and needing service. Bob Baker Service was absolutely no help and did not offer an knowledge of the system. They said that their computers showed no error codes, but yet nobody was available when asked to demonstrate to me how it works. The only option they offered was that their service tech could drive it home overnight and put about 85 miles on the car - absurd. Can you please help me resolve this issue? I suspect given a comment the service technician made to me in picking up the vehicle too that they had no interest in helping on the issue because the vehicle was purchased from Huntington Beach. I am very frustrated. Thank you.
***** END OF CUSTOMER EMAIL *****
OUTBOUND CONTACT:
Writer contacted BOB BAKER CHRYSLER JEEP DODGE 26550 Service Cashier Eva. No service advisors were available. Eva left a message for the service writer to follow up with CAC to confirm diagnosis steps and next steps for resolution.
OUTBOUND [redacted].
Lisa feels that 26550 does not wish to fully assist her with this concern as she states they made a snarky comment regarding vehicles from her

selling dealership.
Customer reports that her adaptive cruise control is working, but she feels that her Forward Collision Warning is not working.
Customer reports that she has had the BRAKE warning one or twice but not often and seemingly in error.
Writer reviewed Forward Collision Warning system systems on page 219 and 222 of the owners manual. Customer thinks it is possible that the settings have been altered. Customer will go through the settings and test drive the vehicle to confirm concerns.
Writer offered to send the full owners manual, customer accepted. Writer advised to allow 7-10 business days for delivery.
Dear Lisa:
Thank you for contacting the Jeep Assistance Center.
We appreciate the time and effort you took to tell us of your dissatisfaction in your 2014 Jeep Grand Cherokee. We appreciate you taking our call today.
As discussed, we would like for you to review the Forward Collision Warning settings in your vehicle. Please find the full details below:
Turning FCW ON Or OFF
NOTE: The default status of FCW is On , this allows the system to warn you of a possible collision with the vehicle in front of you.
The forward collision button is located on the switch panel below the Uconnect display.
To turn the FCW system OFF, press the forward collision button once to turn the system OFF (led turns on).
To turn the FCW system back ON, press the forward collision button again to turn the system ON (led turns off).
Changing the FCW status to Off prevents the system from warning you of a possible collision with the vehicle in front of you.
Changing the Active Braking status to Off prevents the system from providing limited autonomous braking, or additional brake support if the driver is not braking adequately in the event of a potential frontal collision.
NOTE: The FCW system state is kept in memory from one key cycle to the next. If the system is turned OFF, it
will remain off when the vehicle is restarted.
Changing FCW And Active Braking Status
The FCW Sensitivity And Active Braking Settings are programmable through the Uconnect System. Refer to Uconnect Settings in Understanding Your Instrument Panel for further information.
The default status of FCW is the Far setting and the Active Braking is the On setting, this allows the system
to warn you of a possible collision with the vehicle in front of you when you are farther away and it applies
limited braking. This gives you the most reaction time to avoid a possible collision.
Changing the FCW status to the Near setting, allows the system to warn you of a possible collision with the
vehicle in front of you when you are much closer. This setting provides less reaction time than the Far setting,
which allows for a more dynamic driving experience.
NOTE:
The system will retain the last setting selected by the driver after ignition shut down.
FCW may not react to irrelevant objects such as overhead objects, ground reflections, objects not in the path of the car, stationary objects that are far away, oncoming traffic, or leading vehicles with the same or higher rate of speed.
FCW will be disabled like ACC, with the unavailable screens.
If after adjusting the settings you continue to have a concern with the reaction of the Forward Collision Warning system, please follow up with the Jeep Assistance Center by utilizing the reply link below, or by calling 1-888-426-5337.
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 (1-888-426-5337).

Sincerely,
Heather
Customer Service Representative
Jeep Customer Assistance Center
***** END OF CAC EMAIL *****
Reassigned to KG363 for In Warranty, No diagnosis Survey By Pass

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG7 | EC[redacted] | ***Open Date*** | 03/11/2014 | ***Built Date*** | 10/03/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 10/16/2013 | ***Mileage*** | 855 | ***Dealer Zone*** | | | |
| ***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) | | | | | |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | PUEBLO CO [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - CNA Change - Default - Default - Default | updated |
| Corporate - Hard Copy Manual Order - Default - Default - Default | |
| Product - Unknown - Unknown - Sudden Acceleration - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Forward Collision
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
When I am driving I have almost run into the back end of the car in front of me. No warning happened. That was one of the reasons I bought this jeep. Dealer thought maybe the Adaptive Cruise control has to be on but that should not be the case.
***** END OF CUSTOMERS EMAIL *****
****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
Dear [redacted]:
Thank you for contacting the Jeep Assistance Center.
It is always a concern when a customer is dissatisfied with our products. We regret the dissatisfaction you are experiencing and appreciate the time and effort you took to bring this matter to our attention.
Please accept our sincerest apologies for the concerns you have with our product.
Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group or contact their regional Business Center.
Thanks again for your email.
Sincerely,
Sierra
Customer Service Representative
Jeep Customer Assistance Center
***** END OF CAC EMAIL *****
reassigned to SG893 for by pass no diagnosis.

The dealer did not have answer why it did not work. Is there a setting? Dealer said forward collison only works with cruise control. Would appreciate answer they could not give me one
***** END OF CUSTOMERS EMAIL *****
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
An order for printed owner materials has been placed with our fulfillment house
The following items have been selected:
Warranty
Uconnect 8.4A/8.4AN Owner s Ma
Owner s Manual
Dear [redacted]:
Thank you for contacting the Jeep Assistance Center.
There are few pages explaining forward collision and cruise control. Below I have sent you steps on how to reach these pages through your Owner s Manual.
I Also noticed you have not contacted us to receive your free Manual Packages, so I have went ahead a sent you free hard copies of your Owners Manual, Warranty Booklet, and your UConnect User Manual. You will receive these copies in 7-10 buisness days which will be delivered by UPS.
To reach our online copy of the Manual please go to the link below then open up your vehicles manual.
Information for Cruise Control starts on 119 page and ends on 213 page.
Information for Forward Collision starts on 216 page and ends on 220 page.
Owners Manual Link:
http://www.Jeep.com/en/owners/manuals
Thanks again for your email.
Sincerely,
Sierra
Customer Service Representative
Jeep Customer Assistance Center
***** END OF CAC EMAIL *****
Thank you for your quick response and for the manuals. Appreciate so much your
assistance. I m a senior and some things irritate us more as we get older!
You sent me information and it is greatly appreciated.
Thanks again.
[redacted]
END OF CUSTOMERS EMAIL *****
Agent nan as customer has not offered new informatuion.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT8 | EC[redacted] | ***Open Date*** | 03/10/2014 | ***Built Date*** | 10/04/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 11/11/2013 | ***Mileage*** | 7,284 | ***Dealer Zone*** | 42 | DETROIT | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 26777 | BOB ALLEN CHRYSLER-DODGE-JEEP OF | | FRANKFORT, INC. | |
| ***Dealer Address*** | 925 VERSAILLES RD | | | | |
| ***Dealer City*** | FRANKFORT | ***Dealer State*** | KY | ***Dealer Zip*** | 40601 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | LETTER |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | GEORGETOWN KY [redacted] | ***Country*** | UNITED STATES |

Referral - Top Care - Social Media Team - Default - Marketing

POSTMARK DATE: 031014; DATE RECEIVED: 031114
Top Care customer first contact was 03/13/14 at 11:22 by rk42
Owner is upset that vehicle is having a number of issues. He indicated it was towed in last week and has been back 3x for the adaptive cruise control. The crankshaft position sensor was replaced. He lost money on concert tickets because his vehicle broke down. His remote start will intermittently cause his heated seats not to work. While driving, the dashboard flashes on and off and says his automatic high beam is disabled. He was not driving at night and he did not activate anything related to his lights. Owner is seeking replacement. He has no confidence in the dealer as the SM did not believe he had the issue until the technician rode with him and saw the condition with the adaptive cruise control.
Advised owner per review with Wendall, SM, dealer is working with STAR on the issue. STAR has advised the dealer to order the cruise control lens. The dealer is ordering the part and will contact him when they have an eta on the part.
Wendall indicated they replaced the module for the cruise adapter. The customer drove veh 70 miles and the issue returned. The tech test drove and it kept saying the lens is dirty. It was cleaned off and then driven again and stated the same thing but the lens was not dirty. They have placed owner in a vehicle during the repairs and provided him a truck because he uses a trailer.
Wendall SM stated the part is on backorder 68223771AE order $435934. Order on VOR.
SM Wendall from the dealership is calling in. Wendall advised agent that he would like it notated on file that he did offer the customer a rental vehicle for the 5 day period and customer did not want a rental vehicle when dealership had offered one to the customer.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68223771AE,Order#[redacted]3,OMC#88722162
on 2014-03-19 @ 09:18

Wendall stated the owner can in because he stated the brakes locked up. He asked the owner if he had the veh on the cruise control and the owner stated yes but on manual. He asked if the veh slowed down and owner stated yes. He offered a rental for the owner to further ck vehicle but he declined. He advised the part is on priority status.
********
Customer unhappy that he has not been contact by Upper management in the last two days. Customer did not know who the CM is. Customer stated that he was informed by Wendall that the part is not currently available and does not have an ETA. Customer stated that he does not want the part he just wants to return the Jeep and get his money back. Writer apologised for the situation and tried to look up CM in Answer Connect but could not find the number. writer informed the customer that an email will be sent to the department of CM and he will receive a call back by the end of day. Writer confirmed that the best number to contact him is 859 221 8015. Customer reiterated that he does not want the part but just wants to return the Jeep and get his money back.
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? (Owner/Dealer/IRF)Dealership
Is this a request for Lemon Law, buy-back or replacement?buyback.
Reassigned to 91L
customer is upset because he hasn t heard anything from anyone since last week. customer wants a buyback due to the part. customer is expecting to have RK42 to call customer back with answers on his situation with everything.
Spoke with Wendall and they are attempting to get the part off another Jeep and should know this afternoon. He stated the owner is claiming the brakes are locking up but then stated to the GM the vehicle slowed down. They rechecked his vehicle last night for any codes and nothing was found. They explained to him they are attempting to get the part off another vehicle. But this issue does not affect the ability to drive the vehicle.
Spoke with owner and owner is not happy with the vehicle. Owner stated he driving on the highway and the vehicle just slowed down and the brake light came on in the dash. Advised dealer upon obtaining part will test drive vehicle extensively to make sure issue is resolved. Owner stated he is taking the vehicle in tomorrow.
****** START OF SUPPORT ESCALATION by T1095DG******
**** Update from Expediting Team for ****
Part#68223771AE,Order#[redacted]OMC#88722162
upgraded to VOR, Per Supplier working with production to obtain 100PCS.
Tenitive eta wk of 4/07
****** END OF SUPPORT ESCALATION ****** by T1095DG
Wendall indicated the sensor for the adaptive cruise control was replaced. His GM drove vehicle home and a 0588C code came on for the cruise control switch. It was replaced and test driven and there are no further issues. The owner was contacted.
Spoke with owner and advised writer will reimburse one month car payment as goodwill due to the parts issue and inconvenience. Owner to send car payment information.
Submitted reimbursement of one month s car payment of $802.96.
POSTMARK DATE: 033114; DATE RECEIVED: 040114
Top Care follow-up contact was 03/28/14 at 09:12 by rk42
****** START OF SUPPORT ESCALATION by T1038JD******
**** Update from Expediting Team for ****
Part#68223771AE,Order#[redacted],OMC#88722162
For intermittent issues contact Star for assistance. Best ETA to Mopar is 5/1.
upgraded to VOR, Per Supplier working with production to obtain 100PCS.
Tenitive eta wk of 4/07
****** END OF SUPPORT ESCALATION ****** by T1038JD
OMC# 88722162Order# [redacted]FOR PN: 68223771AE IS RESOLVED

****** START OF SUPPORT ESCALATION by T4075DU******
**** Update from Expediting Team for ****
Part#68223771AH,Order#$[redacted],OMC#88722162
order #$43593 was received at dealer, tracking #[redacted]- on
AH level
****** END OF SUPPORT ESCALATION ****** by T4075DU
OMC# 88722162Order# $43593 FOR PN: 68223771AE IS RESOLVED

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9 | EC[redacted] | ***Open Date*** | 03/12/2014 | ***Built Date*** | 08/06/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/30/2013 | ***Mileage*** | 15,416 | ***Dealer Zone*** | 70 | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60337 | RAIRDON'S CHRYSLER JEEP OF | | KIRKLAND | |
| ***Dealer Address*** | 12828 NE 124TH ST | | | | |
| ***Dealer City*** | KIRKLAND | | ***Dealer State*** | WA | ***Dealer Zip*** | 98034 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | BOTHELL WA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Other - Default | FCW not working |
| Corporate - Survey By-Pass - No Repair - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer is calling in seeking assistance in getting the vehicle repaired. Customer states that after having the FCW repaired the FCW system does not work.
Briefly summarize what the customer is expecting: Customer is expecting assistance in getting the vehicle repaired.
Agent advised the customer the customer that agent will document the compliant on the vehicle. Agent contacted the dealer and was advised that there is nothing they can do to get the vehicle fixed as STARR advised them that the FCW is functioning as designed.
Agent advised the customer that if he feels like the concern has gotten worse of if he stills has concerns he can bring it back to the dealer for another diagnosis.
Customer states that if they are not able to resolve the concern that he will be looking into lemon law.
Reassigned to SG893 for Survey By Pass on going in for another Diagnosis.
Customer is calling back as he says that the call was dropped and he wants this issue taken care of he wants things to be to the way it was before he had the Recall N55 completed.
He would like this sent up and have a CM assigned to you to work this issue out.
Customer never said that he was going in for another diagnoses as he has been to this dealership 4 times already.
Customer also states that the dealership told him to make a complaint with Chrysler as this may be the only way to handle this issue.
Customers preference is to have this issue fixed rather than have to do the **Lemon Law**
This is what the customer would like to have completed for him.
SA Justin is his main contact.
Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 42[redacted]
Customer email address for case updates [redacted]
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code? RAIRDON S CHRYSLER JEEP DODGE - 60337
Reassigned to 88F
Customer contacting in regards to update on case and who his case manger is. Previous agent didn t reassign case to 88F and left it open in her in basket.
Agent advised customer that we were reviewing the case. Agent advised customer 100% that he will be sending it up and will be hearing from a case manger tomorrow. (3/14/14)
* * * * * CASE MANAGER TEAM - District O * * * * * *
Original Owner: In Warranty
Household: 1 New, 0 Used
Service Contracts: Essential Care - 3 Years / 6 Oil Changes
Writer contacted SA Justin at (60337). SA informed that with the N55 recall it required a software update to the FCW system. He stated once this update has occurred there is no going back, Software cannot work the same way it did before the recall. Customer wants the forward collision warning to occur sooner than it does, like it did prior to updates. SA and STAR say this is just not possible. There is nothing that can be done to change FCW system back to how it worked previously.
Status update provided via email to the following email address: [redacted]
My name is Misty and I have been assigned as your case manager. Here is some information that will be helpful for you to have.
My contact information: 800.763.8422 EXT 66235
My hours in the office: 8:30 am- 4:00 pm
I will review your case and contact you by the end of business today.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Writer spoke to customer and advised that the vehicle has been in the dealership several times regarding the FCW. Customer has stated that the system has not worked since the flash update was completed. Customer all edges that the system worked at approx 3 car length and at this time the system does not operate at all. Writer provided customer with information from the owners manual on page 217-218 that provides warning and recommendations. Customer is requesting that the Jeep offer a tech to drive the Jeep to insure this is an operating as design and that the system is operating. Customer will contact SA Justin who has been working closely with customer and writer will follow up again on 3-17-14 for next steps.
Writer spoke to Jason SA and was informed that customer did call and advise that CAC would be calling regarding the issues with the FCW and update. Writer confirmed that the update can not be reversed and that was related back to customer. Writer inquired on Tech support for assistance and call was transferred to SM Bob and advised that if CAC would like to instigate the AM for Tech support SM Bob is in agreement.
Writer contacted Area Manager Scott, regarding the issues with customer with the FCW and customers issues with the operation of the system. AM noted that this issue has been addressed at a corporate level and that CAC and dealership are aware of the flash and the change in the system and that Tech support would come up with the same results. Writer was advised to inform customer at this time due to the flash update the vehicle is operating according to the spec s from factory.
Writer contacted customer and left message writer will follow up next day.
Customer calls to speak with their Case Manager.
Transferred the customer to LT702 at ext 66355
Writer contacted customer and provided the information obtained from the AM and the SM of the dealership working with customer and customer did not agree with the information provided and will seek alternate options.
Writer advised that CAC will follow up again on 3-19-14.

Agent attempted to contact dealer Service Adviser Justin, per,
SM not available. Left message for a return call at extension 66355
Writer contacted dealership and spoke to Justin SA that customer stated would be contacting regarding the last diagnosis and next steps. Justin noted that no call has been received from customer since early last week. At this time there is no updates or change in the why vehicle operates.
Writer contacted customer and was informed that customer contacted SM Bob and was advised that SM Bob will be contacting corporate resources for further assistance due to customer still experiencing issues on freeway with cruise control on. Writer advised that CAC will follow up again on 3-25-14.
Agent attempted to contact dealer Service Manager Bob, however,
SM not available. Left message for a return call at extension 66355
Writer spoke to SM Bob and was advised that customer has been advised of the operation of the FCW and at this time customers vehicle is operating as per the update that changed the operation of the feature. SM Bob has inquired through corporate resources and there is no change or update at this time. SM Bob does not need customer to return to dealership per at the last visit system was operating. SM Bob and writer agree that with out a flash update or change from Jeep vehicle will continue to operate as it does.
Writer contacted customer and advised that from the conversation with SM Robert, CAC was advised that the FCW was reviewed with AM and at this time per the recall that was preformed the feature will work the way it has been designed. Customer is adamant that the feature does not function at all and with own research conducted is concerned that the sensors are not working at all due to two instances on the freeway. Customer is requesting that CAC continue to support customer in having another diagnosis completed and having the sensors diagnosed. Writer advised that customer will have a new case manager work with dealership and follow up with customer via email and set up an appointment to have this completed. Writer also offered a Auto Appearance MVP for 3 years and recommend that continued communication with dealership during oil changes to keep customer updated on any possible updates.
Agent attempted to contact customer, phone number dialed, [redacted]
Agent contacted customer inquiring about where customer will be getting a 2nd opinion. Agent left message containing contact information, 8007638422, requesting a call back.
Writer called customer at [redacted] and left a message that advised will contact customer at [redacted]. Writer called [redacted].
Customer stated took vehicle in for a software update, and after the software update was completed, the FCW did not work. Writer advised that Engineering Department is advising that the vehicle is operating as designed. Writer advised would like to do some research, and contact other resources within Jeep, and will contact customer back by Tuesday.
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is:
FCW is functioning differently after having a flash done on vehicle.
Action requested: Area Manager/TA assistance.
Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 70 60337 04/04/14 21:03 O [redacted]
Status update provided via email to the following email address:
[redacted]
I have been assigned as your Case Manager. Here is some information that will be helpful for you to have. Your case number is # [redacted] The Chrysler Case Management telephone number is 1-800-763-8422. My direct extension is 66124. My work hours are 9:30 a.m. - 6:00 p.m. MST Monday-Friday. I am currently contacting other resources, and doing some research regarding your vehicle. I will contact you on Thursday to review your case with you. Thanks.
End of Status Update

4-8 the SM advises that the vehicle is operating as desigend after the _ performace of the recall in question. Make no more attempts to resolve this issue or repair the vehicle. psh
ME1372 contacted Master consultant. As per STAR/AM/Master Consultant, the customer s concern with the FCW is normal.
Writer called customer at [redacted]. Writer left a message with contact information, and advised will follow up with customer on Monday.
Customer called in. Writer advised that Jeep has advised that the vehicle is operating normal/as designed. Customer stated is expecting documentation regarding that, and would like documentation explaining how the FCW is supposed to function. Writer advised cannot provide any documentation, due it being proprietary information. Writer advised willing to reimburse customer for 1 vehicle payment. Customer stated paid cash. Customer verified name/address as per COIN. Writer advised will look into a Service Contract for the customer. Customer stated is unsure of the exact mileage, but can estimate 15,000. Writer advised will need exact mileage. Writer advised will follow up with customer on Wednesday.
Writer contacted customer at [redacted] and left voicemail advising TS919 is no longer in the department and would like to go over a SC as discussed in lines 170-180. Writer requested call back.
Status update provided via email to the following email address: [redacted]
This is Misty with Jeep Customer Care; I am contacting you on behalf of your Case Manager Tara who is no longer in our department. I left a voicemail for you at phone # [redacted] in regards to going over a Service Contract as you discussed with Tara on Friday April 11th. Please contact me at your convenience at 1-800-763-8422 ext. 66211. If I do not hear from you I will follow up with you again on Wednesday April 16th.
End of Status Update
Writer received call from customer [redacted] who stated vehicle has not been repaired and FCW is not functioning. Customer stated unsatisfied that dealer and CAC is stating that vehicle is operating as designed. Writer advised offering WA7100N and customer provided mileage of 15,416 and confirmed email. Customer stated returning to dealer this week to address a trim concern. Writer advised will add SC and leave case open to confirm trim repair. Customer requested writer call back 4/18.
WA7100N Contract created. Contract number is [redacted].
Writer contacted customer at [redacted] and spoke to [redacted] who stated vehicle was taken to dealer and part was ordered for trim repair. Customer stated appointment confirmed for 4/23 for repair. Writer advised SC WA7100N has been added to vehicle and SC details will be delivered by mail. Writer advised follow up on 4/23 to confirm trim repair. Customer advised radio volume is significantly louder while listening to AM/FM than when listening to satellite. Writer advised possibly a characteristic due to reception but writer is not a technician and writer advised to discuss with dealer during appointment on 4/23.
Writer contacted dealer and spoke to Service Advisor John who advised customer had trim repair completed today.
Writer contacted customer and left voicemail advising contacting dealer and confirming trim repair. Writer advised case will be closed if no contact by 4/25.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBGX | EC[redacted] | **Open Date** | 03/13/2014 | **Built Date** | 05/05/2013 | |
| **Model Year** | 2014 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/20/2013 | **Mileage** | 11,124 | **Dealer Zone** | 66 | ORLANDO | |
| **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** | 45499 | ROCKY TOP CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 3269 WINFIELD DUNN PKWY | | | | |
| **Dealer City** | KODAK | **Dealer State** | TN | **Dealer Zip** | 37764 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | GREENEVILLE TN [redacted]8 | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default | cuts out and screen goes black |
| Product - Electrical - Cruise Control - Other - Default | rattle and won't slow down |
| Product - Body / Trim / Paint Finish - Unknown - Buzz, Squeak, Rattle - Unknown | rattle noise in the dash |
| Product - Wheels and Tires - Tires - Other - Unknown | tire rotatation |
| Product - Engine - Engine Block / Short Engine - Other - Default | whistling noise |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Dealer code: 45499
POC Name and position: David/SM
POC number: 865-932-4144
POC e-mail: dharkleroad@rockytopcjd.com
Current mileage: 11124
Customer concern: 1)noise from behind dash that sounds like a high pitched rattle,
2) noise from auto cruise when adaptive cruise slows down and at times vehicle won t slow down while in cruise control,
3) radio cuts out and the whole cluster and radio black out,
4)whistling noise from engine and goes away on acceleration,
5) rotate tires
Dealer diagnosis: not yet
Recommended repairs: no
Is the customer in a rental: yes
Is the customer waiting: no
Customer name: [redacted]
All customer contact numbers: 4[redacted]
Best time of day for contact: any time
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Writer was contacted by SM David and not able to duplicate the concerns.

SM David said drvoe about 30 miles. Writer was informed they spent about .9 hours of diagnosis and SM David will try and ride with customer when customer drops off rental and contact back if able to or not able to duplicate with customer.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message.
Received call from David/SM. Dealer stated he was told diagnostic time and rental fees would be covered since the concern could not be duplicated. 2 days rental @ $35.00 per pay and $68.07 in labor. Total claim is $135.07
Writer called customer at [redacted] Customer states that he has had on going intermittent issues. Customer states that the radio cuts out too much and it doesn t matter where he is at, the adaptive cruise makes a noise in the dash, cell phone won t stay connected, and the adaptive cruise wont slow down the vehicle when another vehicle is in front of the vehicle. Customer states that the dealership took the dash apart and ever since there is a high pitched noise that won t go away at certain speeds. Customer states that the SM was going to call him yesterday or today about a trade in allowance. Writer informed customer that writer will call SM today.
Writer called dealership at 865-932-4144. SM states that he has not been able to recreate any of the issues with the vehicle and the customer never told him that he was having problems with the cell phone not staying connected. SM states that he has gotten the customer $3000 trade in allowance but that it would cost about $9000 to trade the customer. SM has contacted his DM for more assistance. SM states that he will contact customer today with an update. SM states customer told him he was going to file for lemon law.
Writer called customer at [redacted] Writer called customer a voicemail requesting a call back.
Customer called writer and stated that he is still having the same problems with the vehicle and he is thinking about lemon law. Writer referred customer to his blue and white booklet and bbb.org. Customer states that he would rather persue buyback than lemon law. Writer informed customer that writer would contact SM about previous conversation on lines 43-50. Writer set follow up for 03/25.
Writer called dealership at 865-932-4144. SM has left for the night.
Writer called dealership at 865-932-4144. SM will not be available until 03/28.
Writer called customer at [redacted]. Writer left customer a voicemail with follow up for 03/28.
Writer called dealership at 865-932-4144. SM states that he has gotten up to $4000 for a trade in and SM will contact DM again for further information.
Writer called customer at [redacted]4. Writer left customer a voicemail with update and follow up set for 03/31.
CLOSED LOOP UPDATE - no need for additional follow-up.
Writer called dealership at 865-932-4144. SM states that all the DM could offer was the $4000 for a trade in.
Writer called customer at [redacted]. Writer left customer a voicemail stating that writer spoke with SM about offer.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ3 | EC[redacted] | ***Open Date*** | 03/14/2014 | ***Built Date*** | 06/29/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/31/2013 | ***Mileage*** | 9,622 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 68286 | BAKER CHRYSLER JEEP DODGE INC. | | | |
| ***Dealer Address*** | 1045 STATE RD | | | | |
| ***Dealer City*** | PRINCETON | ***Dealer State*** | NJ | ***Dealer Zip*** | 8540 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | PENNINGTON NJ[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Engine - Unknown - Other - Default | idle Rough |
| Product - Engine - Timing Belts / Chains - Other - Default | very loud |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Dealer code: 68286
POC Name and position:Mike/SA
POC number: 6099212400
POC e-mail: NO
Current mileage:9622
Customer concern: Engine idle ruff,Engine Very loud, The active Cruise Control inop at time,seat loose s memorie at times
Dealer diagnosis: Yes
Recommended repairs: 1) was in maunal mode, never got out of lower gear.2) Update ran-18196590. 3) 18523490 update was ran. 4) 18196295 update ran.
Is the customer in a rental: No
Is the customer waiting No
Customer [redacted]
All customer contact numbers: [redacted]
Best time of day for contact: Anytime during the day.
****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
The CA has approved the repairs as they were all updates.
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization

requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. DM Notes have been entered into GCS indicating Customer Care approval. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
REASSIGNED TO BC/DLR 32 68286 03/14/14 08:59 C[redacted]
3/14 as per sm the owners issues have been resolved
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Left a message with CA contact information. NO EMAIL IN COIN:
next follow up 3/17/2014.
2nd attempt made to contact customer [redacted] Customer is saying the vehicle has a false reading on the ACC, When driving straight down the highway the ACC comes on, and wants to start breaking. This happen while driving through a tunnel. Customer loves the vehicle but is frustrated with all the software issues. Customer will try and get into the dealership on 3/19/2014. Customer vehicle is paid in full as CA offered an reimbursment of vehicle payment.
CA will follow up when vehicle is in the dealership.
Dialed 6[redacted] Customer is saying he wants to drive the vehicle a bit more to make sure its is having an issue with the ACC or if its in certain areas and will accept a call back on 3/24/2014.
Dialed [redacted] Customer is saying the vehicle is still at the dealership and customer advised the dealer to drive it a few more time.
Follow up call 3/27/2014
Writer contacting SA Mike, is saying the SM drove the vehicle and heard a brake noise and changed out the front roter. SA is sayig the customer has the vehicle back.
Dialed 6[redacted] Customer is saying he has vehicle back and the dealership cleaned the lens and the customer will drive the vehicle and see if the concern is been taking care of.
Follow up call 4/4/2014.
Dialed [redacted] Customer was busy and asked for a call back on 4/7/2014.
Dialed 6[redacted] Left a message with CA contact information and next follow up being.
4/10/2014.
Dialed [redacted]1 the customer is saying the ACC is still not working correct. And customer has placed a call to the dealership. ACC and forward collison and front wiper lights are all on. Customer disconnect the call as the dealership was ont he other line.
Writer contacting SA Mike, gave to SM Joe who is saying the tech spoke to someone at Star and there was a update to alingn the sensor and it should work. The Sm is not asking for any claim to be filed as he did not call in to the ECS.
Customer is out of town and will be returning 4/16/2014.
Dialed [redacted] Left a message stating a follow up call will be made 4/23/2014.
Dialed [redacted]Customer was contacted and is very please with the dealership and the vehicle. Customer was asked about the cair being closed and was ok with it.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

## Customer Assistance Inquiry Record (CAIR)# [redacted] 3

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJEJG2 | EC[redacted] | **Open Date** | 03/14/2014 | **Built Date** | 09/25/2013 | |
| **Model Year** | 2014 | **Body** | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | | | |
| **In Service Dt** | 10/10/2013 | **Mileage** | 5,000 | **Dealer Zone** | 66 | ORLANDO | |
| **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** | 45632 | LAKE WALES CHRYSLER DODGE JEEP RAM | | | |
| **Dealer Address** | 21529 US HIGHWAY 27 NORTH | | | | |
| **Dealer City** | LAKE WALES | **Dealer State** | FL | **Dealer Zip** | 33859 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | LETTER |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | NEWBURGH IN[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | Rear Back Up Collission Detection |
| Product - Transmission / Transaxle - Unknown - Improper Shift - Default | |
| Referral - Top Care - Executive Team - Default - Engineering/Quality | |

POSTMARK DATE: 031414; DATE RECEIVED: 031414
Top Care customer first contact was 03/17/14 at 12:24 by MFY
Top Care follow-up contact was 03/17/14 at 12:24 by MFY
Left message for the Customer asking for a return call on my direct line.
Customer concern:
Front Collision Warning (error) Dealer diagnosed it as non operable
Received call back from the Customer on 3/17. Customer requesting call back [redacted]. Writer will follow up with Customer attempt again on 3/18
No response yet from the Customer will try again on 3/20
3/20
Spoke with owner today. Writer will further review with Service Manager ( Chris Greene) 863 679-3933. Field Tech is scheduled to go out to Dealer customer stated.
Customer is referencing the N55 CSN however that is for units through Aug 26th 2013 Customers warranty build date is in Sept. 2013. Verified that TSB 08-003-14 was completed for the installation of the New Integrated Center stack. Customer stated that vehicle shifts harsh after the Center stack installation.
March 25th 2014 Called Chris Greene to see what status would be of TA involvement/ FTS involvement. Left message
March 26th 2014... Spoke with owner today who stated Chris Greene (Service Manager) advised engineering will not pursue repair without a CEL active. Owener says FCW may still be not responding correctly. Customer wants to know where the ACC (adaptive cruise control ) sensor is. Writer advised it would be difficult to locate as it is shrouded by a cast aluminum protective box. Writer advised if dealer was not able duplicate and felt it unnecessary to pursue with TA or Engineering

any longer that is something that can revisited & roadtest wouldn t hurt.
Customer stated he would check the vehicle again for any CEL issues or any other message indicator lamps on dashboard and let me know; Writer advised would still contact dealer to further set up more testing if he wished. Called dealership back on 3/26 and left message for Chris Greene SM. Customer called back advised CEL & messaging center is free from any errors
Customer wanted to know more about how or when FCW works. Writer advised owner of the following:
The Forward Collision Warning system is not intended to do the following.
- The system will not bring the vehicle to a complete stop!
- The system cannot account for all driving scenarios!
- The Active Braking will not react on stationary licensable vehicle unless determined by both the Forward Facing Camera and Radar.
- The Active braking will not react on Street Signs, Guard Rails, Pedestrians, Animals, or other stationary objects. You will receive an audible and visual alert only for these objects if conditions are met.
Called back the owner today and advised him of the following. Explained to owner he can either select FAR or NEAR selection on the radio selection (owner usually selects FAR ) etc. Customer Went to two dealerships 45632 & Winterhaven CJD and both agree vehicle is operating as designed and there is nothing they found wrong on.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFDJ0 E[redacted] | **Open Date** | 03/17/2014 | **Built Date** | 04/24/2013 | | |
| **Model Year** | 2014 | **Body** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 06/14/2013 | **Mileage** | 16,000 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |
| **Engine** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 62410 | CLARK CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 175 PELHAM STREET | | | | |
| **Dealer City** | METHUEN | **Dealer State** | MA | **Dealer Zip** | 01844 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | CHARLESTOWN MA [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Other - Default | makes a creaking noise |
| Product - Drivability - Unknown - Other - Default | maqkes a rattling noise in rear over bumps |
| Product - Body / Trim / Paint Finish - External Ornamentation - Other - Unknown | the under gear under the hood is not on right |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default | will switch stations on its own |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - Survey By-Pass - Unable To Reach - Default - Default | |

VIN: 1C4RJFDJ0 EC181956
Dealer code: 62410
POC Name: Brandon, Service Manager
POC number/email: 978-683-8775
Current mileage: 16000
Customer name: [redacted]
Customer concern: Rattling noise in rear of vehicle over bumps. Creaking noise in sunroof, RRT on vehicle. Radio mind of its own. Radio station will change on its own without pushing buttons. The under gear/protector the hood not secure. The dash braking warning is coming on. Passenger head rest issue.
Is customer in a rental? Yes
Is customer waiting? No
All customer contact numbers: [redacted]
Best time of day to contact customer: During the day
Dealer diagnoses: Sent shop foreman for road test
Reassign case to 88W
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-03-17 @ 11:15
CAIR ESCALATION UPDATE

SEE STAR CASE# [redacted] FOR INFORMATION
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] Writer was advsied had the wrong number.
CAIR ESCALATION UPDATE
SEE STAR CASE# 6[redacted] FOR INFORMATION
Status update provided via email to the following email address:
[redacted]
My name is Ondreana and I will be your Case Advocate. I will contact you in no later than 3/17/2014.
Here is some information that will be helpful for you to have:
Your case number: [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66301
My work hours: 8:30 5:00 pm Eastern Time
End of Status Update
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted]FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted]FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted]FOR INFORMATION
Writer checked white pages no listing was found.
Status update provided via email to the following email address:
[redacted]
We have been unsuccessful in any attempts to reach you by phone. At your earliest convenience, please contact us at: 800-763-8422 extension 66301 Monday Friday.
End of Status Update
Status update provided via email to the following email address:
[redacted]
We have been unsuccessful in any attempts to reach you by phone. This will be my last attempt to contact you. If needed please contact me back at 800-763-8422 Ext 66301. If we do not hear back within the next two days the case will close.
End of Status Update

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT5 | EC1[redacted] | ***Open Date*** | 03/18/2014 | ***Built Date*** | 01/22/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/16/2013 | ***Mileage*** | 9,883 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60394 | DUPAGE DODGE CHRYSLER JEEP, INC | | | |
| ***Dealer Address*** | 433 E NORTH AVE | | | | |
| ***Dealer City*** | GLENDALE HEIGHTS | ***Dealer State*** | L | ***Dealer Zip*** | 60139 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | ITASCA IL [redacted] | ***Country*** | UNITED STATES |

Product - Electrical - Unknown - Other - Default

Dealer contacts BC. Owner has been having several on-going issues with their vehicle. The company has purchased 5 new vehicles recently had has indicated the will be purchasing additional vehicles. The vehicle has had 4 repairs to correct a navigation issue, 3 repairs to correct an issue with the cluster going blank, a check engine light for a small evap leak which the dealer is unable to determine the cause and a complaint about the brake warning system which has been determined to be working as designed. Agreed to vehicle replacement. Owner will be responsible for difference in MSRP and usage of .29 per mile @ 9,883 miles. dsb11

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM4 | EC[redacted] | ***Open Date*** | 03/19/2014 | ***Built Date*** | 12/06/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 12/16/2013 | ***Mileage*** | 3,705 | ***Dealer Zone*** | 42 | DETROIT | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 63720 | RIVERSIDE AUTO SALES INC | | | |
| ***Dealer Address*** | 2511 LUDINGTON ST | | | | |
| ***Dealer City*** | ESCANABA | ***Dealer State*** | MI | ***Dealer Zip*** | 49829 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | MANSTIQUE [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | Mute would not stay muted. |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Product - Brakes - Pads/Shoes - Vibration - Front | |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | |
| Product - Engine - Unknown - Oil Consumption - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Dealer code:43125
POC Name and position: Larry /SA
POC number: Same
POC e-mail:Lsherman@sunsetautogroup.com
Current mileage:3705
Customer concern: oil usage
Dealer diagnosis: oil change
Recommended repairs: oil consumption test
Is the customer in a rental: NO
Is the customer waiting Waiting
Customer name: [redacted]
All customer contact numbers: 9[redacted]
Best time of day for contact: Anytime.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-03-19 @ 09:33
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]9
call hung up.
Status update provided via email to the following email address:
[redacted]
My name is Janeen and I have been assigned as your Customer Advocate.
Here is some information that will be helpful for you to have:
Your case number [redacted]

Chrysler Customer Advocate telephone number: 1 800 763-8422
My direct extension: 66318
My work hours: 8:00 am to 4:00 pm Eastern Time Monday-Friday
I will contact you later today in regards to your oil usage.
End of Status Update
CAIR ESCALATION UPDATE
SEE STAR CASE# 61072320 FOR INFORMATION
Leeann from dealer called and wanted to speak to the CM. Agent transferred to JP1353 at ext. 66318
Writer recieved a call from SA Leann who is sayign the RRT is is not paying Because of the ECS. CA put in DM Notes and will send a D2D over for dealers to send back.
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. DM Notes have been entered into GCS indicating Customer Care approval. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
vehicle has had the RRT and oil check and sent on the way to MI.
REASSIGNED TO BC/DLR 66 43125 03/20/14 11:29 O [redacted]
2nd attempt made to contact customer. 9[redacted]. A answered the call and advised the CA to try back in about two hours.
Dialed [redacted] Left a message asking for a return call from customer and left a CA contact information.
Writer received a voice mail message from customer saying he is having a hard time checking the oil in his vehicle and would like to know if there is a easyer way.
Dialed [redacted] Customer is leaving for MI 3/22/2014 and when he gets there he will be taking into the dealership for the oil to be checked. Customer is concerned with the fact he can not seem to check his own oil and wouldlike to know if there is a way for him to check it the right way. CA will follow up with customer 3/24/2014.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer received a Voice Mail from customer asking for a return call.
Writer contacting customer, is allegling the dealership wrote : engine may be using oil as customer has been adding oil.
Customer is saying the vehicle sat for two days and then check the oil level and it showed low. Customer is also saying the miles per gallon dropped. The soot needed to be burned off. Customer is saying on his way to MI the vehiclelost miles per gallon from 28-30 down to 20-22. Customer is also saying the brakes are seeming a bit loose side, the brakes were growling and vibrating, While driving back from FL. While driving in the rain Customer tried to use crusie control but it would not stay on. Customer is saying he has adaptive cruise control, But he was not using the adaptive part of the cruise control.
****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
Customer had a hard time to fuel up the vehicle and is asking if after washing the vehicle. If this had anything to do with it .
Customer is also asking about any updates for the radio and Nav.
Customer called in and left a voice mail stating he has an appointment on 3/27/214 at 9am.
Writer received a call from Mr [redacted] customer wanted to make sure the CA knew when the vehicles appointment is for.CA will be here for the dealership when vehicle comes in 3/27/214.
Writer contacted the SM was not available spoke to Rick WA, wrong dealership.
SM\Jim contacted CA stated that claim # [redacted] was rejected because he

didn t realize that the TSB flash update wasn t allowed before calling.
CA explained ECS program and received claim information. CA stated that claim will be reviewed and SM\Jim will be contacted on decision on the claim. SM\Jim stated best contact for him is 906-786-1339 and stated that the customer has his vehicle. SM\Jim performed TSB: 08-020-14, 21-009-14.
CA contacted dealer 63720 at 906-786-1339, left message for SM\Jim stating that claim # [redacted] has been approved and that DM notes are added.
Jim sm called about the claim still not being able to go through per his warranty administrator. Writer verified that the DM notes are in for claim 0[redacted] Writer advised Jim sm that the claim has to go through a RA.
Called 906-786-1339 Jim sm to advise that the claim with the RA has to go though with the reference number [redacted]. Jim sm on the other line, writer advised Terry sa that the claim needs to be pulled with the reference number[redacted].
Customer called and left a voice mail asking for a call back.
Dialed[redacted], Left a message with CA contact information.
Next follow up date 4/4/2014.
Customer Hm[redacted] Customer is saying he has has a few time when the MPG has dropped and customer does not know why. Also customer went to check the oil and placed the dip stick out of the vehicle and when he came back the oil had drain down the dip stick. Customer is wanting to know if this is normal of if there is a design flaw. CA advised the customer to check with the dealership. CA will place oil changes on the vehicle.
EC36N will be added to the vehicle.
Customer Hm 9[redacted] Customer was advised about the qustion on his oil filler tube will be answered 4/17/2014 and customer also would like to know whats the difference between Quadra drive 2 and Quadra Trax 2 also customer is asking when vehicle is in Auto and it is snowing the vehicle seems to have better grip on the snow. Customer would like to know why?
EC36N not available.
ECPS36N Contract created. Contract number is[redacted]
Notes from TS; It looks like a tight spring or metal wound conduit down to about a 2.5-3 standard metal dipstick with range on the end of it. The only thing of note is that the oil filter housing can take up to 30mins to completely drain
Writer attempted to contact customer, message left.
Customer Hm[redacted] Customer is asking about the chamberlin link home link. has no range, seems the vehicle needs to be between 10-25 ft. Customer is saying with the remote from the door he can be 100 ft plus away to open.
the customer openers ar from before 1995. Ca will look into this and contact the customer back by 4/14/2014
Status update provided via email to the following email address:
[redacted]
Hello Mr [redacted] I need some more time to reasearch your concerns and will call you back by 4/30/2014
End of Status Update
Customer Hm[redacted] Customer was explained about Each of the three transmitter push buttons controls an independent radio transmitter channel. Each of these three channels can be trained to transmit a different radio frequency signal for the remote operation of garage door openers, motorized gate openers, home or office lighting, security systems or just about any other device that can be equipped with a radio receiver in the 286 to 399 Megahertz (MHz) frequency range for remote operation. Customer thanked the agent then asked if there is oil changes left after the years are up what can he do. Agent explained for the customer to call back in to the Jepp line and explain the leght of time rans out and an agent should be able to help him.
CLOSED LOOP UPDATE - no need for additional follow-up.
SA Jim called IN AND LEFT VOICE MAIL ASKING ABOUT THE mvp. Writer called SA back and explained the miles are on his end and that is why its not showing up. Also the Sa was asking about the dollar amount of the MVP

again CA will accept a call back from SA who will get warranty prices on the oil change.
Caller [redacted] insisted to speak with Case Manager and leave a voice mail..
Writer received a call from the customer saying he is wondering why there is no paint on the top/tip of his atenena. The CA stated the customer should go into the dealership for DI photos. the customer also ask about recall P36 SUN VISOR WIRING and why he can not get any parts. Agent advised the part are being released to the dealership is lots of 7. The customer is saying he also feels the vehicle is missing. And has done this a lot of times. while driving in cruise control the vehicle is missing at different times. But now the issue is not happening.
MR [redacted] called to check if tire rotation comes with his oil changes service contract. Writer advised that tire rotations are not included with his oil changes service contact.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG1 | EC2[redacted] | ***Open Date*** | 03/21/2014 | ***Built Date*** | 07/30/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/23/2013 | ***Mileage*** | 7,600 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 66689 | ROCKLAND CHRYSLER JEEP DODGE | | | |
| ***Dealer Address*** | 60 ROUTE 304 | | | | |
| ***Dealer City*** | NANUET | ***Dealer State*** | NY | ***Dealer Zip*** | 0954 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | WEST HAVERSTRAW NY [redacted]3 | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Body / Trim / Paint Finish - External Ornamentation - Improper Installation/Missing - Unknown | adaptive cruise control piece/trim falls off |
| Product - Electrical - Power Seats - Defective - Unknown | easy exit seat feature stopped working |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer states that on the front of the vehicle there is an eye for the adaptive cruise control and around the grill there is a piece of trim that snaps in. Customer states that he has already lost 2 of these trim pieces and believes that it is due to a faulty design that the piece will not stay clipped in.
Briefly summarize what the customer is expecting: Customer is expecting to have trim piece stay on vehicle. Writer spoke with SA Heath who advised that it is the adaptive cruise control piece that clips on to the middle of the front bumper/grill. SA Heath states that the last time they did inspect the vehicle for any impact damage and did not see any. SA Heath states that the only way that the piece would come off once it is clipped in is if the clips were to be damaged. Writer advised the customer of time information. Customer states that he does not know how they would be damaged and inquired about if where he was clipping the piece into is faulty. Writer advised customer that he would need to bring the vehicle to the DLR to have them look at this issue further for him. Customer inquired about if this would be covered under warranty. Writer advised customer that it would need to be determined as a manufacturing defect and cannot be customer caused so we cannot guarantee that it would be covered. Customer also states that he is having an issue with the easy exit seat feature and will let the DLR know about this issue also.
Reassign to TL for survey bypass - no diagnosis.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJECM8 | EC[redacted] | **Open Date** | 03/25/2014 | **Built Date** | 11/22/2013 | |
| **Model Year** | 2014 | **Body** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| **In Service Dt** | 02/09/2014 | **Mileage** | 596 | **Dealer Zone** | 66 | ORLANDO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 23955 | FIRKINS C-P-J-E | | | |
| **Dealer Address** | 2700 FIRST STREET | | | | |
| **Dealer City** | BRADENTON | **Dealer State** | FL | **Dealer Zip** | 34208 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | BRADENTON FL 3[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Brakes - Unknown - Other - Unknown | Auto brake system |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Customer Contact Complete | |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |

CQI Survey Record Received - DATE : 03/25/2014
Survey Number : 3013366
Quality Survey ID Number: 253653776
Survey Date : 03/24/2014
VIN Last 8 : EC[redacted]
CQI Comments : \\automatic breaking system
* * * * * CASE MANAGER TEAM - District M Ù * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, Mr. [redacted] when you drive it has a warning system and brakes when you make the right turn like off the freeway and there is a vehicle in front of him. CM informed of the lofs and roadside towing information.
Case can close.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9 | EC[redacted] | ***Open Date*** | 03/25/2014 | ***Built Date*** | 08/02/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 10/25/2013 | ***Mileage*** | 7,792 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 26823 | LINDSAY CHRYSLER DODGE JEEP RAM | | | |
| ***Dealer Address*** | 8100 CENTREVILLE RD | | | | |
| ***Dealer City*** | MANASSAS | ***Dealer State*** | VA | ***Dealer Zip*** | 20111 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | CLIFTON VA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Suspension - Unknown - Other - Front | Front air suspension is not level and is lower on one side |
| Dealer - Service/Body Shop - Personnel - Other - Unknown | Service people unable to correct air suspension in vehicle |
| Dealer - Parts - Transaction - Parts N/A / Backordered - Default | adaptive cruise control module on back order |
| Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default | customer stated that 2 CDJ Dealerships unable to repair vehicle |
| Corporate - CNA Change - Default - Default - Default | updated customer's information in COIN |
| Dealer - By-Pass - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: The customer stated that he has had a problem with his vehicle quadra lift as he stated that when the vehicle drops to the lowest point that the vehicle sags on one side and that not only can you see this but you can measure a difference. The customer stated that the front passenger side will be one level and the front drivers side will be one inch below the passenger side level on the other side. The customer stated that he has taken photos. The customer stated that this has been ongoing for about a month that he noticed and this could have been happening longer. The customer stated that on the drivers side the vehicle wheel well drops below the tire rubber and it is much lower within 30 minutes while it is parked. The customer stated that he believes that this is either an air leak or a sensor that is not functioning properly. The customer stated that he had taken the vehicle to Lindsay CDJ Dealership and that they were unable to duplicate his concern even when he pointed this out to them.
Lindsay Chrysler Dodge Jeep Ram
8100 Centreville Rd.
Manassas, VA 20111
(703) 368-5300
The agent called the Lindsay CDJ Dealership and spoke to SA Kyrin who advised that the customer s vehicle appeared like it was in a collision and that they had suggested to the customer that they were unable to

verify the concern. The SA Kyrin from the Lindsay Chrysler Dodge Jeep Ram advised that the vehicle was brought to them from the body shop as the customer has had a foward collision and a part had been special ordered for the vehicle by the Lindsay CDJ Dealership. The agent was transferred to SM Margaret from Lindsay Chrysler Dodge Jeep Ram
who advised that the customer s vehicle was at their dealership and that they had advised the customer that they were unable to duplicate the concern. The SM Margaret stated that the vehicle needed an adaptive cruise control module and that this part had been ordered however it was on back order. The SM Margaret from Lindsay Chrysler Dodge Jeep Ram stated that they measured the vehicle on both sides and found it to be within the tolerances allowed as well as they had compared this to the three other vehicles that they had on the lot and found that they were all the same.
Part Number: 68223771 AE
Order Number: S0312
ETA: Back ordered- 04/24/14
The agent advised the customer that the agent had called the Lindsay Chrysler Dodge Jeep Ram and had spoken to the SA as well as the SM who advised that the vehilce had been sent to them from the body shop and that they had advised that they were unable to duplicate the customer s concern. The agent advised that the SM Margaret advised that they had ordered the Crusie Control part that the vehicle required however that this was not exptected to arrive until April 24 as it was on back order.
The agent advised that the SM Margaret had indicated that they found that the vehicle was within tolerances allowed and had measured it and found it was about 1/8th of inch difference. The SM Margaret had also advised that the vehicle had not leaks or codes for the system. The customer stated that he did not agree.
The customer stated that he was not in a collision and he wanted this documented. The customer stated that he was parked and sitting in his vehicle and was sideswiped by another vehicle that was going about 5 mph. The customer stated that the vehicle was not damaged other than some outward appearance items that the body shop was quickly able to correct.The customer stated that this is a warranty item that needs to be addressed as it clearly does not function properly. The customer stated that he was at Farrish CDJ Dealership today to have his oil changed and showed this to the SM who advised the customer to return the vehicle tonight so that they could let the vehicle sit and take additional measurements. The customer stated he is concerned as he points out the problems to the technicans but no appears to be interested in actually fixing his vehicle.
The customer stated that he is taking the vehicle back to the Farrish CDJ Dealership today to leave the vehicle so that they can continue to diagnose the vehicle. The customer stated that he had the vehicle previously to the Lindsay CDJ Dealership and that the service person there although they could see this were unable to duplicate this and therefore did not repair anything.
The vehicle has no active Service Contracts.
Briefly summarize what the customer is expecting: Assistance to get a technican that can diagnose and repair his vehicle properly.
Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.
If an update is received sooner, customer will be contacted sooner.
Customer s preferred phone number: [redacted]6
Customer s email: csimchick@cox.net
Assigned case to 88F
* * * * * CASE MANAGER TEAM - District Q * * * * * *
Original Owner
Warranty
Within Warranties
Household
3, New
0, Used

Service Contracts
None
Status update provided via email to the following email address:
[redacted]
My name is Claudia and I am contacting you in behalf your Case Manager Dee. Here is some information that will be helpful for you to have. Chrysler Case Management telephone- 800-763-8422 and your case number 24782863. Dee s direct extension is 66044, and Dee s work hours are Monday - Friday from 6:30 AM- 3:00 PM MNT Standard Time. Your Case Manager will be contacting you within one business day to review this case with you. Thank you for being part of the Jeep Family!
End of Status Update
Keith called from the dealership to be put through to the case manager. Agent transferred caller to: 1-8000763-8422. Extension number: 66070. The dealership called and stated that he was supposed to call before he did any work. Keith Rosenberger, the technician asked the writer to call back Jeep service.
The first contact has already been made. Writer calling the customer and dealership back 03/27/2014.
CONTACT UPDATE - 1st Contact attempt, notes lines 107 - 108.
Writer called the dealership, writer spoke to SA Chris and the air suspension pump failed, and the acc automatic cruise control was not working. Chris stated that all of the repairs are done and the customer just needs to pick up the vehicle. The current mileage is 7,792.
Writer called the customer and left a message with contact information. Writer calling back 03/31/2014.
The customer called the writer and the customer has the vehicle and is has been repaired. The customer stated he has a new concern with his vehicle. The cruise control was reflashed due to a recall. The customer states the adaptive cruise control does not speed up anymore when he turns on his blinker to change lanes. The customer states he took the vehicle to the Lindsay dealership and spoke to Kyrin, SA. The customer states the dealership told him that the cruise control in broken and they ordered a part that was back ordered. Writer offer to call the Lindsay dealership to find out what the part was and why it is broken and offered to call Farrish dealership where the cruise control was flashed to see if the changes he is seeing with the cruise control is normal. The customer stated he is a teacher and on spring break and insisted on calling the dealership himself. Writer is calling the customer back no later than 04/01/2013 to see if the customer needs further assistance with getting the cruise control repaired.
Writer called the customer and left a message with contact information.
The customer called the writer and the suspension seems to be fixed but still has an issue with the cruise control. The customer wants to Lindsay Jeep to still change the part when it comes in. Writer is calling 7035055546 later to give information after the writer calls Lindsay Jeep.
Writer is calling the dealership to see about the part.
Writer called and left a message on a voicemail for Kyrin SA, to call and verify that the part for cruise control for the customer is still coming in. Writer may try to expedite.
Writer called the dealership Farrish to see if the cruise control part has been ordered. Writer spoke to Bill in the parts department and stated that the part was not ordered for the vehicle.
Writer called the Lindsay dealership and spoke to Phil is the parts department. Phil verified the part number 68223771ae and the order number is s0312, 4/24/2014 UTA.
Writer called the customer but was not able to leave a message.
Writer called the customer and after the answering machine picked and said to leave a message the call dropped and was not able to leave a message. Writer is giving the customer a call back 04/09/2014 to provide a status update on the back ordered part.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68223771AE,Order#0[redacted]DMC#26403523
on 2014-04-03 @ 19:39

**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON: 4/3/14
PART NUMBER: 68223771AE
PART DESCRIPTION: SENSOR
ORDER NUMBER: 0S0312
NUMBER OF DEALERS WITH PART: 0
CUSTOMER IN RENTAL (Y OR N): N/A
ASSIGN TO: FO507-CAIR HAS AN 88 CM
**********END OF TRIAGE**********
**********96W PARTS STATUS UPDATE **********
ETA to MOPAR is currently 4-14, working to improve
**********End of Status Update**********
****** START OF SUPPORT ESCALATION by T5300NV******
**** Update from Expediting Team for ****
Part#68223771AE,Order#$[redacted]OMC#88878738
Order upgraded. Supplier commercial issue. Current ETA to Mopar is no sooner than 04/14.
****** END OF SUPPORT ESCALATION ****** by T5300NV
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68223771AE,Order#[redacted],OMC#88878738
Part Analyst is working for a confirmed ship commitment from supplier. Current ETA is no earlier than during the week of 4/14/14. To advise with further details.
****** END OF SUPPORT ESCALATION ****** by T3755BF
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68223771AE,Order#$[redacted]1,OMC#88878738
Request issued to Production to have PN 68223771AF shipped directly to dealer. ETA to receive part is on or before 4/11/14.
****** END OF SUPPORT ESCALATION ****** by T3755BF
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68223771AE,Order#[redacted],OMC#88878738
Request issued to Production to have PN 68223771AF shipped directly to dealer. ETA to receive part is on or before 4/11/14.
****** END OF SUPPORT ESCALATION ****** by T3755BF
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68223771AE,Order#[redacted],OMC#88878738
Bates# 167434 - AETC# 865945 - has been issued to procure part to fill VOR order. Current ETA to receive part is by Thursday, 04/10/2014 by 10:30 EDT
****** END OF SUPPORT ESCALATION ****** by T3755BF
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68223771AE,Order#$[redacted],OMC#88878738
Bates# 167434 - AETC# 865945 - has been issued to procure part to fill VOR order. Current ETA to receive part is by Thursday, 04/10/2014 by 10:30 EDT
****** END OF SUPPORT ESCALATION ****** by T3755BF
Writer called the dealership but the vehicle was not at this dealership.
Writer called the dealership and left a message for Kyrin.
Writer called the customer but the machine does not let me leave a message.
**********96W PARTS STATUS UPDATE **********
Writer dialed dealer, spoke to PA Bob. Writer advised PA that part should be in today, provided email for confirmation.
**********End of Status Update**********
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68223771AE,Order#[redacted],OMC#88878738
Bates# 167434 - AETC# 865945 - Part delivered to dealer on Thurs. 04/10/2014 09:16 EDT; signed for by Robert
****** END OF SUPPORT ESCALATION ****** by T3755BF

****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68223771AE,Order# [redacted] OMC#88878738
Bates# 167434 - AETC# 865945 - Part delivered to dealer on Thurs. 04/10/2014 09:16 EDT; signed for by Robert
****** END OF SUPPORT ESCALATION ****** by T3755BF
**********96W PARTS STATUS UPDATE **********
Writer spoke to PA Bob, part has been handed to service.
**********End of Status Update**********
Writer called the dealership and confirmed that the part is currently in the dealership to get the repair done for the customer.
Writer called and after the recorded message the call drops.
Writer called the customer and let him know that the part has arrived in the dealership and the dealership will do the repair sometime next week.
Writer called the dealership and spoke to Victor and he verified that the part came in and the vehicle is repaired. The customer has already picked up the vehicle.
Writer called the customer and was not able to leave a message on the answering machine.
OMC# 88878738Order# [redacted] FOR PN: 68223771AE IS RESOLVED
Writer called and left a message with contact information. Writer calling back 04/21/2014.
Writer called and left a message with contact information.
Writer calling 04/24/2014 and if we can t get a hold of the customer then writer is closing the case.
Writer called the customer twice but was not able to leave a message the call drops after the introduction.
Status update provided via email to the following email address:
[redacted]
Per your request I am contacting you to discuss your response, however, the number I have on file for you is not letting me leave a message. Please contact me at 1-800-763-8422 EXT 66070. I will attempt to reach you again 04/30/2014.
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG6 | EC[redacted] | ***Open Date*** | 03/25/2014 | ***Built Date*** | 07/08/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/31/2013 | ***Mileage*** | 3,000 | ***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*** | 60548 | KINGS COUNTY CHRYSLER DODGE JEEP | | | |
| ***Dealer Address*** | 2286 FLATBUSH AVE | | | | |
| ***Dealer City*** | BROOKLYN | ***Dealer State*** | NY | ***Dealer Zip*** | 1234 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | STATEN ISLAND NY 1[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | Cruise control not working |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | No diagnosis |

Briefly summarize why the customer is contacting Chrysler: Customer stated that he wanted to file a complaint against a dealership. Customer stated that he has had an issue with the transmission shifting roughly from the second to third gear, initially it would only do intermittently but now it happens every time. Customer stated that the Jeep had a minor accident in January. Customer stated that only the plastic from the front right needed replacement. Customer stated that the insurance adjustor came and has given a report that it was only for a plastic. Customer stated that everything has been working fine since until 2-3 weeks ago. Customer stated that the front collision warning system is not working as well as the cruise control. Customer stated that when he took the vehicle to the dealership and they kept it for two days. Customer stated that he was not contacted at all by the dealership and yesterday was told that the issues are because of the accident. Customer stated that the dealership would not release the car unless he paid for diagnostic charges of $280.00 Customer stated that he also had a rental for those two days and wanted his money back for it as well . Writer apologized for the situation and informed the customer that the dealerships are our eyes and ears on the field and once it has been deemed by a dealership that the concern is due to an accident, then Chrysler will not be able to assist. Customer stated that he will post all over the internet.
Briefly summarize what the customer is expecting: Customer is expecting assistance from Chrysler to get his diagnostic money back for the diagnostics fees and the rental from the dealership.
*****Survey By-Pass No Diagnosis ******

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | C4RJFCG5 | EC[redacted] | ***Open Date*** | 03/27/2014 | ***Built Date*** | 06/21/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 10/26/2013 | ***Mileage*** | 4,325 | ***Dealer Zone*** | 42 | DETROIT | |
| ***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*** | 45476 | SUBURBAN CHRYSLER JEEP DODGE OF | | | |
| ***Dealer Address*** | 1790 MAPLELAWN DR | | | | |
| ***Dealer City*** | TROY | ***Dealer State*** | MI | ***Dealer Zip*** | 48084 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | LETTER |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | BIRMINGHAM M[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | cruise control while driving snso says something is on it |
| Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Unknown | need to replace driverside mirror |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - Property Damage - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Unknown - Unknown - Fire - Underbody Fire | |
| Product - Unknown - Unknown - Fire - Unknown | |
| Product - Unknown - Unknown - Insurance / Subrogation - Default | |

Dealer code: 45476
POC Name and position: George / sa
POC number: 248-519-9436
POC e-mail:
Current mileage: 4325
Customer concern: 1)when turn cruise control while driving sensor says something is on it 2)smell burning through vent when heater is on auto climate coming through the vent
Dealer diagnosis: 1) internal short on the eye Part number 68109355AF order number 102723 2) unable to duplicate
Recommended repairs: 1) replace the eye part is on back order 2) no recommendation unable to duplicate
Is the customer in a rental: Yes
Is the customer waiting No
Customer name: Jus[redacted]
All customer contact 2[redacted]
Best time of day for contact: anytime
George sa advised writer that part 68109355AF is on national backorder and the bezel part 56054167AC is next day shipping. Writer advised George sa that writer will send over to TS and expedite part.
****** Following Corporate Resource has been contacted ******
TAPS

on 2014-03-27 @ 08:39
Part on national back order:
Part number 68109355AF
order number 102723
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
on 2014-03-27 @ 08:45
Status update provided via email to the following email address:
[redacted]
My name is Debbie and I have been assigned as your Customer Advocate. Here is some information that will be helpful for you to have:
Enhanced Customer Satisfaction telephone Number: 800-763-8422 my direct extension: 66266
Your Case # [redacted]
My work hours: 8:00 AM till 4:00PM Eastern Standard Time. Monday-Friday. Our technical specialists will be working closely with your service personnel, once your vehicle has been brought to your dealership. A rental vehicle is available for use while your vehicle is being serviced, should you need it. I will be providing status updates and addressing any other questions you may have. Please do not hesitate to contact me if you need anything.
In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 66266.
End of Status Update
Customer left message for writer to call him on [redacted]90 customer advised in message that he will be in and out of meetings today, so would like writer to leave a message on when writer will be available.
CAIR ESCALATION UPDATE
SEE STAR CASE# 61100207 FOR INFORMATION
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]0 . Left message for customer that writer is on and off the phone, so customer could try and contact writer after 4:00 pm today and writer will try and be available for customers call.
Called 2[redacted] customer who wanted to know what writer wanted. Writer advised customer that writer called customer to advise that writer wanted to let customer know that writer is customers advocate and will be working with the TS and dealer to get customers vehicle working as designed. Customer advised writer that he wants his vehicle working as designed or out of it, because he has had trouble since purchased where the vehicle had a fire going after his wife drove home from work which is 8 minutes away from home and when wife pulled up there was smoke coming from under the front of the vehicle and there was exposed wires hanging out that had shorted out and started the fire in the lower facia, and there is a whistling noise in the throttle body that is loud enough that you can hear it over the volume of 14 when you put your foot on the gas or the brake pedal it stops then you take your foot off to slow down or turn it comes on. Customer advised writer that the eye that the dealer is saying the cause for the cruise control caused problems when driving because it would keep putting the brakes on like there was something in front of him so he was at a light and it would slam on the brake. Customer advised writer that what he wants is collateral for the vehicle. Writer advised customer that writer can reimburse customer for his inconvenience. Customer advised writer that he had the vehicle in the shop for 6-7 weeks since purchased. Customer advised writer that he thinks there a leak in the engine vacuum belt. Writer advised customer that writer is just finding this out so what writer would like to do is contact the TS and advise. Customer advised writer that he would like to talk to the TS so he can hear 1st hand. Writer advised customer that writer can request the TS to call customer but will not guarantee anything Writer will call customer back on 4-1 and writer has expedited the part.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Talked to TS AJT36 about line 62-65. TS advised writer to call customer and find out who went out to investigate and chat him back in the meantime TS will call the dealer. Writer advised TS that the customer

would like to also see if the TS will call him. TS advised writer that he can not diagnoses over the phone so if writer could call the customer.
Called [redacted] customer to advise that writer did speak with the TS and the TS will not be contacting the customer but writer needed to know who investigated the customers vehicle when customer had the fire. Customer advised writer the tech at Suburban he did not get the name. Writer advised customer that writer is working with the dealer and the TS and as any other updates come in writer will update customer.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68109355AF,Order#$EVOE,OMC#88826485
on 2014-04-01 @ 15:10
Spoke with George sa to check if part has come in. George sa advised writer that it is on national back order and has not come in as of yet. Writer asked George sa if the customer had the vehicle back. George sa advised writer yes and had a rental for 2 days.
Called 248-563-1490 customer to advise that writer is calling customer to update on the part and advise that it is not in at this time. Customer advised writer that he wants to looking into have the vehicle taken back, because he does not feel safe. Writer advised customer that writer would like to see if the part comes in will clear customers problems, and writer can reimburse customer a car payment and get customer a service contract. Customer advised writer that he want to pursue the buy back, because it has been having so many problems with the vehicle and he does not feel safe in it. Writer advised customer that writer can send it in for investigation but can not make any promises. Writer advised customer that writer will contact customer 4-4 after investigated by another department. Customer advised writer that the dealership has not been putting in all the records for Chrysler to see. Writer advised customer that the investigation team can look into the dealer records.
****** START OF SUPPORT ESCALATION by T1095DG******
**** Update from Expediting Team for ****
Part#68109355AF,Order#$EVOE ,OMC#88826485
upgraded to VOR, supplier broke promises, analyst seeking update and firm ship date. no current ETA
****** END OF SUPPORT ESCALATION ****** by T1095DG
Called [redacted] customer to advise that writer has not heard anything from the investigation team and the dealer is still waiting for the part. Writer advised customer that writer will check back again on 4-9 and will call customer to update.
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68109355AF,Order#$EVOE ,OMC#88826485
Supplier has a promise date to ship material to Mopar on 4/9/14. Current ETA for dealer to receive order is during the latter portion of the week of 4/14/14.
****** END OF SUPPORT ESCALATION ****** by T3755BF
Left message [redacted] for customer that writer is updating customer on his part, that it is being shipped 4-9 and should be at the dealership the week of 4-14. Writer advised in message that writer will be tracking and will update customer when writer gets any other updates.
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68109355AF,Order#$EVOE ,OMC#88826485
Stock in transit to Mopar from supplier. Current ETA for dealer to receive order is during the mid-latter portion of the week of 4/14/14.
****** END OF SUPPORT ESCALATION ****** by T3755BF
Left message [redacted] customer that the part is still not in and will check back on 4-14 and will update customer.
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68109355AF,Order#$EVOE ,OMC#88826485
Stock in process at dealer s Facing PDC. Current ETA to receive part is 4/15-4/16/14.
****** END OF SUPPORT ESCALATION ****** by T3755BF
****** START OF SUPPORT ESCALATION by T3755BF******

**** Update from Expediting Team for ****
Part#68109355AF,Order#$[redacted],OMC#88826485
UPS TRACKING# 1[redacted] indicates part in transit to dealer with a Scheduled Delivery: Monday, 04/14/2014, by 10:30 A.M.
****** END OF SUPPORT ESCALATION ****** by T3755BF
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68109355AF,Order#$EVOE ,OMC#88826485
UPS TRACKING#[redacted] indicates part Delivered to dealer on MON 14-April-2014 / 10:04 AM; Signed by: JEFF
****** END OF SUPPORT ESCALATION ****** by T3755BF
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68109355AF,Order#$EVOE ,OMC#88826485
UPS TRACKING#[redacted] indicates part Delivered to dealer on MON 14-April-2014 / 10:04 AM; Signed by: JEFF
****** END OF SUPPORT ESCALATION ****** by T3755BF
Review completed, returned for repair resolution.
OMC# 88826485Order# $EVOE FOR PN: 68109355AF IS RESOLVED
Spoke with Fred sa to check if part came in. Fred sa advised writer that he will check and call writer back.
Called to check if part had come in. Writer was advised that they where still looking into it and will call writer back.
Left message [redacted] for customer that writer is updating customer on his part, that writer thinks the part came in, but the dealership is checking. Writer advised will check again 4-17 and will contact customer.
George sa left message on writers voicemail that the part did come in, but he has not contacted the customer.
Called George sa to advise that the customer was going for lemon law, but after investigation it shows that they want the vehicle repaired, so writer will call the customer and advise of investigation and that the part is in. George sa advised writer that they will put the part to the side and wait for customer to set up an appointment. Writer advised will call dealer on what customer has decided to do.
Left message [redacted] for customer that writer did speak with the dealership and customers part is in. Writer advised in message that writer wanted to talk to customer about the lemon law investigation. Will follow up on 4-21 unless customer calls sooner.
Customer called to check on update for lemon law and has not been able to get the dealer to get an appointment and has reached out to them 2 times to get the back order part installed. Customer advised in message that they are still having problems.
Called 2[redacted] customer to advise that writer did get customers message but did not understand the last of the message on something back again. Customer advised writer that the same whistling noise is back when driving 45-50 miles an hour and the foot is not on the pedal, just coasting. Customer advised writer that it is so loud that even if the volume to the radio is at 1/2 you can still hear it, but per customer the dealer advised them they could not hear it. Customer wanted to know about the lemon law investigation. Writer advised customer of line 172. Customer requested a copy of why. Writer advised customer that writer has no other information, due to this goes in for investigation on the customers state law. Customer advised writer that he is going to pursue the lemon law and send a letter, because he knows that in the state of Michigan any repairs that go in for the same reason in a 25 day period qualifies. Customer advised writer that his wife called the dealership to get the vehicle in for the back ordered part and they advised him that are 2 weeks back logged at this time. Writer advised customer that writer will talk with the dealer and see what can be done. Writer offered customer reimbursement again for 2 car payments. Customer advised writer that he does not want it, he wants a replacement vehicle just like this and so he will send a letter in for lemon law.
George sa out to lunch per Jim sa, writer advised will callback later.
Writer spoke with George sa to check on appointments out 2 weeks. George sa advised writer that the customers part was on back order and should be able to come in at any time, and will have a rental for customer. Writer

advised George sa that writer will contact customer and advise.
Called [redacted]0 customer to advise of conversation with George. Customer advised writer that he was able to get an appointment scheduled on 4-28. Customer advised writer that the dealership will be able to have a compatible vehicle for his wife to drive as per customer safety reasons. Customer advised writer that they are fine with the appointment on 4-28. Writer advised customer that writer will follow up on 4-28 with dealer on repairs.
Customer scheduled to go in on 4-28.
Called George sa to check if customer had dropped vehicle off. George sa advised writer that the customer has an appointment for today at 4:30 pm. Writer asked George sa if a rental is available for customer. George sa advised writer that they do have Enterprise there and it will be available for customer. Writer advised George sa that writer will follow up on 4-30.
Received call from George/SA. Vehicle is now at the dealership, part for adaptive cruise control has been received. Customer has asked dealer to check for whistling noise coming from driver side of interior and check transmission light has come on twice. New concerns have not been diagnosed. Dealer will call back once completed.
Called George sa to check if a diagnosis has been completed? George sa advised writer that the customer is there and the cruise control sensor is being installed, but they have not addressed customers other concerns as of yet, but when they do which should be today will call writer with diagnosis.
Left message for George sa on Kens voicemail to call writer checking on the diagnosis.
Called [redacted] to advise that writer has not been able to contact George sa at this time to check on the repairs. Customer advised writer that all these problems that are associated with electrical make customer worry that the vehicle is not safe and could start fire. Customer advised writer that all he wants is for the vehicle to be replaced and then Chrysler engineers go through and inspect the vehicle to find problems. Writer advised customer that writers goal is to get customers vehicle working and back out on the road driving as designed, so writer for customers inconvenience writer would like to off customer 1 or 2 car payments. Customer advised writer it is a good gesture, but writer would like to see if Chrysler will replace the vehicle with out going through lawyers. Writer advised customer that writer can send over for investigation to another department and will get back with customer after investigation is done. Customer advised writer that he and his wife are going out of town this weekend and would like to have the vehicle back to see how it works. Writer advised customer that writer will call George sa tomorrow and check.
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. DM Notes have been entered into GCS indicating Customer Care approval. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
REASSIGNED TO BC/DLR 42 45476 05/02/14 14:32 O 2[redacted]
George sa called to advise writer that the did replace the sensor module to fix cruise watch did update to relearn clutches and reprogram adaptive to transmission, and ordered new driverside mirror assembly and it should be in on Monday. George sa advised writer that the customer picked the vehicle up and will bring back when mirror comes in. Cost without the mirror for the update and sensor is labor $285.12 Parts $1136.80 for sensor. Writer advised George sa that writer will send case over to dealer to notate and will add DM notes.
Called George sa to check rental time. Per George sa customer did not want a rental, so the dealership gave customer one of their loaners.
Is there any damage to the vehicle? (if yes, describe) No
Actual/accurate mileage? 4325

Is the vehicle leased or purchased? purchased
Name of lender: Michigan Schools government Credit Union
Is the customer in a rental right now? No
Is this vehicle used as a personal vehicle or for a business? personal
Are there any modifications to this vehicle? (if yes, describe)No
Asked customer how the vehicle is driving now. Customer advised writer that he can not answer that because his wife picked it up and has been driving vehicle, but per customer they are going on a trip 300 miles up and back so he will know more. Writer advised customer that writer will call customer back on 5-7 after investigation.
Need to ask customer this information:
If Chrysler makes an offer to replace the vehicle, what dealer do you prefer to work with?
Left message [redacted] 0 for customer that writer needs to talk to customer on his lemon law, will try and get customer back on 5-6.
Customer called back writer asked: If Chrysler makes an offer to replace the vehicle, what dealer do you
prefer to work with? SUBURBAN CHRYSLER JEEP DODGE OF
George sa called to advise writer that the mirror is in. Writer advised George sa that the customer filed lemon law and it is under investigation, but dealer needs to proceed with any repairs while the customer is still in the vehicle. Writer advised George sa that after the repairs are completed, writer will need a callback with the charges for labor and parts. Writer advised that the DM notes are in.
CAlled 248-563-1490 customer to advise that his case is still under investigation, but George sa called and advised writer that the mirror is in so if customer can take the vehicle in to have mirror replaced.
Customer advised writer he will do that and have them look at his cruise control adaptive checked again because it is coming on sporadically.
Writer advised customer that writer will follow up with dealer on 5-9 to check if customer has made an appointment.
Writer contacted dealer 45476 and spoke to Melissa with Guest Services who notated a message for the SM to contact CAC.
Writer contacted dealer 45476 and left a message for SM Tim to fax or email all RO s and to contact CAC.
George sa called 5-8 to advise writer that the customer is going through lemon law, so does not know how to proceed. Writer advised George sa that he should proceed with repairs as usual because the customer is still in possession of the vehicle. George sa advised writer that he has not heard back from customer for an appointment.
Writer called George sa to check if customer has made an appointment.
George sa advised writer that after speaking with writer yesterday, the wife did call in, but did specify that if she did not get a vehicle like hers she can not take the vehicle in. George sa advised writer that his finance manager has one like customers, but it is in use now, and unknown on when it will be available. George sa advised writer that they do have a 300 available but not a Jeep Grand Cherokee, so if customer will accept something else other then a vehicle like hers, they can get started on repairs other wise they will have to wait till the finance managers vehicle becomes available.
Left message [redacted] for customer that writer that writer did speak with George sa who advised writer that he did speak with the Mrs. per George alleges that the customer wants a loaner or rental that is like hers and there is one, but at this time it is not available and unknown on when it will be available, but per George sa they do have a 300 available now. Writer advised customer that writer will call customer back on 5-13 to check on what the decision is unless customer calls writer sooner.
Writer received a message from SM Tim at dealer 45476 on 05/09/2014 requesting a return call regarding RO s.
Writer contacted SM Tim at dealer 45476. SM advised of faxing and / or emailing all RO s to CAC. SM will confirm days out of service on RO s #[redacted] and [redacted] when sending them. SM advised that the vehicle is not currently at the dealer, the vehicle is used of personal use and there are no modifications or damages to the vehicle.
Writer contacted dealer 45476 and left a message for SM Tim advising of

not receiving the RO s yet. Writer requested RO s to be faxed or emailed.
Called [redacted] customer to check on what customer had decided to do. Customer advised writer that his wife is taking the vehicle in on 5-14 and the dealer did not say they had a 300 all they said was that they do not have another Grand Cherokee. Customer advised writer that George sa is who they have been in contact with and they are going to put the mirror on and check the adaptive cruise control that had problems 2 times on his last trip. Writer advised customer that at this time writer has not heard anything back on the buy back, but will update customer when writer gets any updates.
Spoke with Jim sa to check if customers vehicle went into the dealership to have the mirror installed and the adaptive cruise control checked. Jim sa advised writer that the vehicle went in yesterday and they are working on it today.
SM Tim contacted writer on 05/15/2014 via email to inform that the customer has an appointment on 05/15/2014 and will fax RO s to CAC when the customer arrives to the dealer.
Writer contacted dealer 45476 and was transferred to SM Tim s ext. Writer was unable to leave a message. Writer will email SM Tim today to inquire about sending the RO s.
Spoke with George sa who advised that the customers vehicle is completed. Replaced the mirror on the driverside, and road tested for the adaptive cruise control not active at times, per George sa it happened 2 times per the customer to Chicago, but the dealership test drove for a couple of days and could not get the message on, and found not codes. George sa advised writer service manager is working with MG1439 on the lemon law. George sa advised writer of the RO [redacted] labor for the mirror is $31.68 the part $669.20 all repairs are on the same RO.
Called [redacted] customer to check on repairs, customer advised that the transmission light came back on again, but turned the vehicle off then back on and it has not returned after going back and forth to their destination, but his wife has the vehicle today and has not said anything as of yet if the light came back on. Writer advised customer that he may have to take the vehicle back into the dealership to check if it stored a code or a code still active. Customer advised writer that he emailed Jim sd at dealership. Writer advised that at this time writer has not heard about the lemon law investigation as of yet, but will check again on 5-22.
Writer contacted dealer 45476 at 248-585-8800 and left a message for SM Tim to fax RO s to CAC including any non-finalized RO s that may still be open.
Called 2[redacted] customer to check if the transmission light has come back on. Customer advised writer it has not and it has been 4 days and he is on a trip. Customer wanted to know what was going on with the lemon law. Writer advised it is still under investigation and writer has not heard anything as of yet, but once writer gets any updates writer will contact customer. customer asked if he could help by sending his RO. Writer advised customer that the sm will need to send them, and that is what the investigation team is waiting for.
Writer received email response from SM Tim on 05/22/2014. Writer submitted response regarding RO s to SM Tim today.
Per lines 402 - 403. SM Tim from Suburban Chrysler Jeep Dodge (45476). Email sent to SM Tim at Suburban Chrysler Jeep Dodge (45476) on 5/27/2014.
Writer contacted Suburban Chrysler Jeep Dodge (45476) at 248-585-8800 and left a message with Heather for SM Tim.
Left message [redacted] for customer that writer is checking on customers repairs if all is good and to advise that the lemon law department is still investigating and working with Suburban Chrysler. Writer advised will follow up again on 6-5.
Review completed, returned for repair resolution.
Begin Customer Message reviewed:
Hi Debbie,
We still haven t heard anything from Chrysler or the dealership. We received another recall notice on the vehicle though. When Sarah called George at the dealership they said they didn t have the parts in for the

recall yet.
What is taking them so long on this buyback decision? This is getting increasingly frustrating. Our baby is due July 8th and we re still seeing intermittent electrical problems with the forward collision warning is applying the brakes when the road is clear, the the adaptive cruise control is still throwing an error and saying the system is unavailable at random times, and the transmission has had Service Transmission messages when parking the car three times in the last two weeks.
We love Jeep as a brand and want to stay with the decision we made for the long term - just not THIS one. Between electrical fires within hours of taking it off the dealer lot that continued for over a month before they were resolved and six additional months of electrical problems I think we ve been more than patient, but in six months of ownership our car has been in the dealership for more than two. Now we re looking at the same issues and another recall. I would really appreciate it if we could have a substitute identical vehicle that doesn t have the build quality issues we re seeing here.
Thank you,
Justin Evoe
End of Reviewed Customer message
POSTMARK DATE: 052814; DATE RECEIVED: 060414
Called [redacted] customer to advise that the case came back from lemon law and it shows returned for repair resolution. Writer advised customer he could go to the Blue and White booklet that came with the vehicle. Customer advised writer that he has worked with cars for 8 years, so he will talk to the lawyers on this. Customer wanted to know what it will take to have this vehicle taken and customer given a new one. Customer advised writer that there is a recall on the brake booster and now no parts are available to do the recall. Customer advised writer that he is still having an issue with the adaptive cruise control, forward collision the transmission from going to park to reverse or drive and or drive reverse- drive to park an error message keeps coming up need to service transmission but all this happens at times about 2-3 times a week, whether the button is on or off that is on the dash. Customer advised writer that the vehicle will just automatically brake with no one if front of them like it detects something is there, and per customer in 5 weeks they will be having their new baby girl and he does not feel comfortable putting his wife and new baby girl in the vehicle for fear if there is someone behind him and the brake automatically stops then they are at risk of getting rear ended. Customer seems to think this all happened after the fire from the fog lights caused all this because it was electrical. Customer advised writer that he tries to capture the codes on video but he can not always have someone driving with him to video tape it. Writer advised customer that the offer for reimbursement on car payments and a service contract still stand. Customer advised writer that he wants a vehicle he can feel safe putting his wife and new baby in, not reimbursement and a service contract. Writer advised customer that writer will check into a few things with the TS and also with the dealership to see if there is something that can put on the vehicle to see if it can pick up codes. Customer advised writer that would be good and he will take his vehicle in when the recall parts come in. Writer advised customer that writer will follow up with customer on 6-9.
**********
06.06.14 Notice Of Subrogation Claim
AAA
Liz Langevin (952) 707-4500
Claim# [redacted]
DOL 11.25.13
Damages $1206.49
Per OGC Matrix, reassigned to 82t for their review and handling. MG17
P14 BRAKE BOOSTER SAFETY 05/16/2014 INCOMPLETE
6/9/14 ASSIGNED TO RLG92. PAG
CAIR NUMBER [redacted]8 REQUEST EAA INSPECTION 06-09-2014 10:38
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 06-09-2014 10:38

Left message [redacted] for customer that customers case has moved to another department, so any further information customer will need to talk to the sm at the dealership or wait till the other department get a hold of customer, but writer will not have any other updates for customer. Writer advised customer if there are any further problems, questions or comments, customer can callback to 1877-426-5337.
CCRG Open Date: 06/06/2014 10:29:09
Letter Sent: Acknowledgement 06/10/2014 09:09:15
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/11/14 AT 16:02:28 [redacted]

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT7 | EC[redacted] | ***Open Date*** | 03/27/2014 | ***Built Date*** | 02/25/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 03/16/2013 | ***Mileage*** | 16,000 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41007 | DICK GREENFIELD DODGE INC | | | |
| ***Dealer Address*** | 2700 BRUNSWICK PIKE RT 1 | | | | |
| ***Dealer City*** | LAWRENCEVILLE | ***Dealer State*** | NJ | ***Dealer Zip*** | 08648 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | MONMOUTH JUNCTIO NJ[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Rental Vehicle - Default - Default - Default | Customer seeking rental vehicle. |

Briefly summarize why the customer is contacting Chrysler: Customer states that his vehicle is at the dealership. Customer states that the dealership is only giving customer rental for one day. Customer states that the adaptive cruise control is not working properly as the vehicle will brake for no reason.
Briefly summarize what the customer is expecting: Customer is seeking further information on the rental of the vehicle.
Agent contacted DICK GREENFIELD DODGE 41007Ù and spoke with Assistant Manager Jim. Agent advised Assistant Manager Jim of D-11-53 5 day rental for customer. Assistant Manager Jim states that the one day rental is currently under the D-11-53. Assistant Manager Jim states that the vehicle may be fixed and completed by 03/28/14 and there will be no need for a weekend rental. Assistant Manager Jim states that if a customer with service contract comes in that customer receives rental before a customer with out a service contract. Assistant Manager Jim states that there are no codes and that he is awaiting further testing and information from STAR. Agent advised customer of the information given. Customer understood and would contact us tomorrow if his vehicle is not completed in seeking a rental for the weekend.
Customer called in stating he would like to place a note on file ,
He has yet to return his loner car. Dealership has vehicle still and dealership stated he would not half to worry about charge
Briefly summarize why the customer is contacting Chrysler: Customer states that the dealership gave him a rental vehicle at no charge and that when he got his vehicle back he seen that he was charged to his credit card a $20.00 Fee.
-
Briefly summarize what the customer is expecting: Customer states that he is expecting to be reimbursed for this fee and that when a rental is free it should be free.
-
Agent was unsure of this cost so they contacted the dealership to inqire

about it .
Dealership advised agent that the cost is a State Tax in New Jersey for rental vehicles that is $5.00
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Reason for request: customer not happy with the fact that Chrysler doesn t reimburse for the cost of the state rental tax.
CAIR assigned to: RO188
****Supervisor*****
RO188 spoke with the customer about his request for reimbursement for 20 dollar in state taxes. RO188 advised the customer that we would not be able to reimburse the state taxes.
**********
Please close.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECG1 | EC[redacted] | ***Open Date*** | 03/29/2014 | ***Built Date*** | 11/17/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 03/26/2014 | ***Mileage*** | 290 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 57778 | NAPLES DODGE/CHRYSLER | | | |
| ***Dealer Address*** | 6381 AIRPORT PULLING ROAD | | | | |
| ***Dealer City*** | NAPLES | ***Dealer State*** | FL | ***Dealer Zip*** | 34109 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | FORT MYERS FL 3[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default | forward collision warning system is possibly defective |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Agent updated COIN.
Briefly summarize why the customer is contacting Chrysler:Customer says he was testing his Forward Collision Warning (FCW) system and it works when cruise control is on but does not seem to work when cruise control is off. Also, when customer pushes FCW button on the panel below uconnect there is no indication of whether or not FCW is on or off.
-
Agent looked up owner manual and discussed informaton about FCW on pages 216 - 220. Agent advised 'The default status of FCW is On , this allows the system to warn you of a possible collision with the vehicle in front of you' and that ' To turn the FCW system OFF, press the forward collision
button once to turn the system OFF (led turns on). To turn the FCW system back ON, press the forward
collision button again to turn the system ON (led turns off).'
-
Agent advised to take vehicle into a dealer to have FCW system looked at up close. Agent advised dealer was closed at time of customer call. Customer will call dealer himself next week.
-
Briefly summarize what the customer is expecting: Customer will have diagnosis done at local dealer during business hours.
-
Reassigning to LB546 for no diagnosis.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG8 | EC[redacted] | ***Open Date*** | 04/03/2014 | ***Built Date*** | 11/24/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 01/02/2014 | ***Mileage*** | 0 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 66689 | ROCKLAND CHRYSLER JEEP DODGE | | | |
| ***Dealer Address*** | 60 ROUTE 304 | | | | |
| ***Dealer City*** | NANUET | ***Dealer State*** | NY | ***Dealer Zip*** | 10954 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | CAPE CORAL FL 3[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Body / Trim / Paint Finish - Unknown - Other - Unknown | A piece is missing off of the front bumper around the adaptive cruise. |
| Product - Electrical - Cruise Control - Other - Default | A piece is missing off of the front bumper around the adaptive cruise. |
| Product - Electrical - uConnect Cellular System - Other - Default | Customer would like to be contacted on Uconnect usage or Registration. |
| Product - Body / Trim / Paint Finish - Body Hardware - Other - Trunk/Deck Lid/Hatch | For some reason the rear glass does not open. |
| Corporate - Product Suggestions - Body - Default - Default | Rear glas should open like the 2012 Jeep Grand Cherokee. |
| Product - Electrical - Lamps and Switches - Other - Default | The headlights (that I paid $4000 for) have moisture inside. |
| Product - Electrical - Ignition System - Other - Default | Uconnect App for auto start does not work. |
| Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete | |
| Corporate - Outbound - Survey Follow-Up - CPS - Default | |

CPS Survey Record Received Date: 04/03/2014
Survey Number : EC30486302
Quality Survey ID Number: 254421055
Survey Date : 04/02/2014
VIN Number : 1C4RJFBG8EC[redacted]
Mapping Class :
Event Type : 90 Days Ownership
CPS Score : 9
Customer would like to be contacted on Uconnect
Survey states: Customer is very dissatisfied with the quality of the vehicle. Customer states the build quality is poor. There is a piece missing off of the front bumper around the adaptive cruise control bubble. The headlights (that I paid $4000 for) have moisture inside once in a while because they aren t waterproof. For some reason the rear glass does not open like my 2012 grand Cherokee. If I knew this I would not

have bought the car. Customer is very satisfied with the experience at ROCKLAND CHRYSLER JEEP DODGE, and would recommend Jeep to a friend or colleague. Customer would like to be contacted on Uconnect usage or Registration.
* * * * * CASE MANAGER TEAM - District 88 T * * * * * *
Research:
RA4 Uconnect 8.4AN AM/FM/SXM/HD/BT/NAV
RSPS Uconnect Voice Command w/Bluetooth
X9EP For Details, Go to DriveUconnect.com
X9KP 1 Yr. Trial (Registration Required)
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 6[redacted]
Left message stating, hello, this message is for MR [redacted] my name is Jae with Jeep Customer Care. I am following up on a survey you took on your 2014 JEEP GRAND CHEROKEE and it was mentioned that you would like a call back. I am following up to see if there is anything I can do to assist you with the following concerns:
1. A piece is missing off of the front bumper around the adaptive cruise control bubble.
2. The head lights have moisture.
3. The rear glass does not open like customer s 2012 Jeep Grand Cherokee.
4. Uconnect usage or Registration.
Please contact me at 1-800-763-8422 extension 66132 in regards to reference number: [redacted]. I am available Monday - Friday 9 am 5:30 pm EST. I will schedule another follow up for 04/07/14. Congratulations on your purchase of a 2014 JEEP GRAND CHEROKEE and welcome to the Jeep Family.
Status update provided via email to the following email address:
[redacted]
MR[redacted],
Hello, my name is Jae with Jeep Customer Care. I am following up on a survey you took on your 2014 JEEP GRAND CHEROKEE and it was mentioned that you would like a call back. I am following up to see if there is anything I can do to assist you with the following concerns:
1. A piece is missing off of the front bumper around the adaptive cruise control bubble.
2. The head lights have moisture.
3. The rear glass does not open like customer s 2012 Jeep Grand Cherokee.
4. Uconnect usage or Registration.
Please contact me at 1-800-763-8422 extension 66132. I am available Monday - Friday 9 am 5:30 pm EST. I will schedule another follow up for 04/07/14. Congratulations on your purchase of a 2014 JEEP GRAND CHEROKEE and welcome to the Jeep Family.
Thank you
End of Status Update
2nd attempt made to contact customer MR [redacted] at [redacted]
Writer informed customer MR JOSEPH AQUILIA, my name is Jae with Jeep Customer Care. I am following up on a survey you took on your 2014 JEEP GRAND CHEROKEE and it was mentioned that you would like a call back. I am following up to see if there is anything I can do to assist you with the following concerns:
1. A piece is missing off of the front bumper around the adaptive cruise control bubble.
2. The head lights have moisture.
3. The rear glass does not open like customer s 2012 Jeep Grand Cherokee.
4. Uconnect usage or Registration.
Customer states he picked up the vehicle at night, so did not notice it was missing. Customer states he has contacted the dealer many times to get this addressed but the dealer has not called him back. Customer believes that another customer was missing this same piece, and dealer possibly took it off his vehicle to give to the other customer. Customer states he does not have time to take his vehicle to the dealer and wait 3 hours. Customer states also the dealer will ask why he did not notify them when he first purchased the vehicle. Customer wanted writer to send it to him. Writer informed customer that writer would like to assist customer in resolving this matter. Writer asked customer to contact the dealer to schedule an appointment for a diagnosis. Customer states he

does not have time. Customer states he will order it on Amazon and it will cost about $3.00 for a 3 inch piece plastic. Customer states there is moisture in the headlights. Customer states he paid $4000.00 for the headlights. Writer asked customer to contact the dealer to schedule an appointment for a diagnosis. Customer states he does not have time. Writer said he just wants it documented for the future. Customer states the rear glass does not open like customer s 2012 Jeep Grand Cherokee. Customer states he just did not notice at the time of purchase. Customer states he knows nothing can be done, but wants it documented as well, that he likes the ability to open the rear glass. Writer informed customer that writer has documented customer s concerns which will be reviewed by the appropriate personnel within Jeep. Customer states the Uconnect App to Auto start the engine does not work. Writer agreed to transfer customer to Uconnect Care that can assist with that, customer does not have time. Customer requested that the number be emailed to him. Writer informed customer that writer cannot email that number, writer can only transfer the customer. Customer declined assistance. Customer states no further assistance is needed and authorized the case to be closed. Writer informed customer that if you have any other issues, concerns, or if you require further assistance, please contact your local dealer to schedule an appointment for a diagnosis or contact Jeep at the following number. Another case will be created to provide you further assistance. Customer states he does not have time, wants the number emailed. Congratulations on your purchase of a 2014 JEEP GRAND CHEROKEE and thank you for your ongoing loyalty to Jeep.
***Writer verified customer s mailing address: 21 Merlin Ave Sleepy Hollow, NY 10591.***
***Writer verified customer s email address.***
Status update provided via email to the following email address:
[redacted]
MR [redacted],
Hello, my name is Jae with Jeep Customer Care. Thank you for your participation in the Jeep Survey. If you have any other issues, concerns, or if you require further assistance, please contact your local dealer to schedule an appointment for a diagnosis or contact Jeep at 877-426-5337. Another case will be created to provide you further assistance. Congratulations on your purchase of a 2014 JEEP GRAND CHEROKEE and thank you for your ongoing loyalty to Jeep.
Thank you
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCMX | EC3[redacted] | ***Open Date*** | 04/04/2014 | ***Built Date*** | 0 /07/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 02/12/2014 | ***Mileage*** | 1,500 | ***Dealer Zone*** | 42 | DETROIT | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 45531 | RAY LAETHEM CHRYSLER DODGE JEEP | | | |
| ***Dealer Address*** | 18001 MACK AVE | | | | |
| ***Dealer City*** | DETROIT | ***Dealer State*** | MI | ***Dealer Zip*** | 48224 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | GROSSE POINTE WO MI [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | No diagnosis |
| Product - Electrical - Lamps and Switches - Other - Default | Red Brake message comes up on screen |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | cruise control not working |

Briefly summarize why the customer is contacting Chrysler:Customer called to let us know of two concerns his vehicle currently is having. One is the cruise control stopped working and one is a red message 'BRAKE' comes across his EVIC system. Customer just wanted a paper trail of his concerns. The appointment at his dealership is Monday.
Briefly summarize what the customer is expecting: Customer thanked agent Survey by pass required no diagnosis.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT2 | EC[redacted] | **Open Date** | 04/05/2014 | **Built Date** | 03/12/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 10/31/2013 | **Mileage** | 13,000 | **Dealer Zone** | 66 | ORLANDO | |
| **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** | 68680 | PHILLIPS CHRYSLER JEEP INC | | | |
| **Dealer Address** | 3440 S PINE STREET | | | | |
| **Dealer City** | OCALA | **Dealer State** | FL | **Dealer Zip** | 34471 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | SILVER SPRINGS FL[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Defective - Default | Customer states drivability concerns |
| Product - Electrical - Cruise Control - Other - Default | Sensor came loose |

Briefly summarize why the customer is contacting Chrysler: Customer called states his vehicle is stopping sudenly without driver input. Customer states he has the vehicle at the Dlr for the 4th Saturday in a row. Customer states the error 'cc/fcw unavailable wipe front radar sensor' is displayed in the EVIC as well as the Abs light and airbag light comes on. Agent called the Dlr and spoke with Steven Mahadeo. He advised that the customer originally came in with the ABS light on, then the airbag light, and now this concern. Steven states this is all related to adaptive cruise control system malfunction. Steven also advised it is unsafe to drive as the vehicle will apply the brakes without driver input. Steven also advised the codes will pop up but its not a stored code and there are others experiencing same issue. Agent advised the customer that we will forward this to our case management team for further assistance.
Briefly summarize what the customer is expecting: Customer seeking assistance with repairs.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 3[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Dlr
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 68680
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District M * * * * * *
Status update provided via email to the following email address:
[redacted]t
Mr. S[redacted]
My name is Jacob and I have been assigned as your Case Manager. Here is

some information that will be useful for you to have:
Your case number: [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66035
My work hours: 8:30AM-5:00 PM EST
I will be contacting you today to speak about the case that you have opened.
Thank you for being part of the Jeep Family.
End of Status Update
Agent attempted to contact dealer SM Gary, Agent advsed that there is a Tech Tip that pertains to the Adaptive cruise Control TT9002458. Agent advised dealer to open a STAR case to confirm the repair.
Dealer has not been able to come to a conclusive diagnosis. Agent will follow-up in couple of days to confirm a diagnosis and or repair.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Customer advised that he has an issue where the the brakes would go and off and this past week the cruise control will not even come on. Customer advised that dealer provided a rental. Agent advisd that dealer will reach out to STAR if needed and a follow-up will be made no later than 4/9/2014 if needed.
Agent attempted to contact dealer SM Gary, however,
SM not available. Left message for a return call at extension 66035
SM Gary advised that the sensor had come loose out of the bracket. Vehicle has been repaired and returned to the customer.
Attempt made to contact customer at [redacted]. Customer advised that issue with the sensor appears to have been resolved but now the Horn does not work. Customer advised that he will take the vehicle in on 4/12/2014. Agent advised that agent will follow-up no later than 4/15/2014.
Writer left a voicemail to check the status of the vehicle.
Agent attempted to contact dealer SM Gary, Advised that this vehicle has not been back since the sensor bracket was repaired.
Attempt made to contact customer at [redacted]. Mr. [redacted] advised that the vehicle is at the dealer and the dealer has provided a rental. Customer advised that the dealer had to order parts. Agent advised that a follow-up will be made no later than 4/18/2014 to verify the status of the vehicle. Customer is very frustrated that he has had to take the vehicle to the dealer 5 weekends in a row.
Agent attempted to contact dealer SM Gary, repair was completed and is ready for pickup this morning.
Attempt made to contact customer at [redacted] Customer advised that the dealer has contacted him and informed him that the vehicle has been repaired. Customer advised that vehicle will be picked up in the morning. Agent advised that a tfollow-up will be made on 4/23/2014 to verify repairs.
Attempt made to contact customer at [redacted] Customer advised that all repairs including the Horn have been taken care of. Agent advised that has vehicle has been placed into the ECS program so for any future repairs he will be taken care until 7/18/2014. Agent asked if case can be closed. Custoner agreed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.
Dealer is calling for approval of a rental vehicle. Agent advised if it is a warranty repair the dealer is authorized to provide up to 5 days of rental as per the warranty bulletin D 11 53 . Agent advised the dealer to speak with his SM or his AM
Dealer 68680 looking for an extra 2 days of rental,
Agent provided case number and transferd SA to CM
Steve SA #68680 Dealer Called requesting to speak to CM JS1561 regarding rental coverage that the customer is being charged for on credit car .
Writer transferred the customer to CM JS1561for further assistance.
SA Steve called in from dealer. Wanted to know what to do as the customer has a rental charge for repairs that were performed by the dealer in April. Agent advised that an RA can be put in for rental. SA Steve advised that customer already paid for the rental. Agent advised that the customer will need to contact Customer Care and open a new case to seek reimbursement of the rental charges.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM7 | EC393199 | ***Open Date*** | 04/06/2014 | ***Built Date*** | 01/08/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 02/01/2014 | ***Mileage*** | 1,046 | ***Dealer Zone*** | 42 | DETROIT | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

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|---|---|---|---|---|---|
| ***Dealer*** | 26856 | AUTOMAX CHRYSLER DODGE JEEP RAM | | | |
| ***Dealer Address*** | 2815 STRATFORD RD | | | | |
| ***Dealer City*** | DELAWARE | ***Dealer State*** | OH | ***Dealer Zip*** | 3015 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | ELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | WESTERVILLE OH 4[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Air Conditioning / Heater - Auto Temp Control System - Other - Default | Climate controls not working properly |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | Restriction H |

Briefly summarize why the customer is contacting: Customer contacted Ram because his climate control feature is not working properly. Customer states that he set his climate control for 65 degrees with the fan on, but the air that blows out is 90 degree. Customer states to get it to stop this he has to put the air conditioning on or press the recycle air button. Customer did recently upgrade the software in his radio, but doesn t believe this has anything to do with it. Writer informed customer that it is an issue he would have to get his dealership to look at. Writer informed customer that she would assign this case to a case manager and who will be in contact with him and help him to resolve this issue.
Briefly summarize what the customer is expecting: Customer is seeking information about why his climate controls aren t working properly.
****Begin structured narrative Enhanced Customer Satisfaction
***Enhanced Customer Satisfaction Team****
Owner is being handled by the
Enhanced Customer Satisfaction Team.
Transfer the customer to 866-275-1420.
****End structured narrative Enhanced Customer Satisfaction
Reassign to 88W
Customer is calling to state that they are still having issues with their vehicle. Agent advised that the situation could be looked into further. Agent was unable to assist the customer further as the call disconnected.
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Status update provided via email to the following email address:
[redacted]

My name is Melba and I have been assigned as your Customer Advocate. Here is some information that will be helpful for you to have in addition to information listed above:
Enhanced Customer Satisfaction telephone Number: 800-763-8422
My direct extension: 66170
My work hours: 8 AM till 4:00 PM Eastern Standard Time. Monday-Friday
I will contact you within one business day telephone to review your case with you
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] who stated he dropped vehicle off at dealership this morning and he has been having issues with the front collision warning system just got updated and the Radio was not working no stations were coming in, and heating system is blowing out extremely hot air and the phone would not work as well.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-04-07 @ 11:17
Customer is in rental.
Justin Green, SA at dealer 26856, called to speak with Customer Advocate (CA) MG1246. Writer provided the CAIR number to SA, then warm transferred dealership to CA MG1246.
SA Justin contacted writer stating they could not duplicate the customer concerns, writer informed SA that TS will be contacting them and we will document this but to further discuss this with them as well.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Begin Customer Message reviewed:
MELBA. I thought I would briefly describe my problems with my new JGC 14 Summit (Diesel). In the last week I have numerous issues with my new JGC 14 Summit (Diesel). Entire radio function (Sirus, and regular radio) went out. I updated the software at the suggestion of the Jeep customer care call center to this >>>>> ( UCONNECT 8.4AN_RA4 (14.05.03 ). So the upgrade fixed the radio only functionality but subsequently other issues have popped up. I set the temperature control at 65 at bi-level and or front and the system returned hot hot air. I tried everything and the only way to get cool air was to turn on the actual air conditioning system. It happened to be 37 degrees outside so perhaps the computer thought I wanted hot air (I did not have auto climate control on either!!). Then hours later my phone lost connectivity via bluetooth. Then I turned the car off and on and phone worked via bluetooth but I could not stream music via bluetooth. I have an Apple iPhone 4S. I have owned the vehicle for two months and only in the last four days have a begun to experience all these issues. To me it sounds like software issues.
End of Reviewed Customer message
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Customer called. Writer transferrred customer to ext 66170.
Customer called stating the dealership has contacted him and informed him his vehicle is ready for pick up and customer would like to know exactly what repairs were completed, writer stated we have not had a chance to contact dealership and we will do so and contact customer back.
Writer dialed SA Justin left message inquiring what repairs were completed to customer s vehicle upon customer s request.
Customer is contacting CAC to update his Case Manager. Agent inquired if customer would like to leave a voicemail with CM, customer declined and stated agent can just add notes to the file.
Customer states he picked up his vehicle yesterday from the dealership and the issues with the Air Conditioning are still present. Customer states it is currently 41 degrees outside, he has his climate control set at 65 degrees, and it is blowing out very hot air. Customer states his Uconnect Access assist button does not work - he attempted to contact us this morning through the Access Assist button but it did not work and produced an error message stating he was not a Uconnect customer. Customer and agent also experienced a dropped call during the

conversation. When agent contacted customer back customer stated that was the second time he experienced a dropped call since picking up the vehicle yesterday.
Customer states he is beginning to think about lemon law for this vehicle.
Agent advised customer the updates will be documented and his case manager will contact him back at 614 330 1033.
Customer contacted writer stating he just picked vehicle up yesterday and his 911 assist button is not working and when he asks for cold air the heat comes on. Writer stated we will contact dealership and see what we can do at this time and will contact customer back.
Writer dialed dealership left message with SM Brad informing him of customer s concerns and to contact writer back.
Writer dialed customer and informed him we have left a message with SM Brad and customer stated he just got off the phone with SA Justin and he informed him the vehicle needs to come back to dealership and customer stated he wants a comparable vehicle and writer stated if one is available to go ahead and get one and as soon as we here from SM we will contact him back.
Writer dialed SA Justin who stated he got a rental vehilce that customer was happy with and customer was to drop his vehilce off and pick rental up, but customer called SA this morning stating he contacted uconnect and problem seems to be better and he will contact SA in a week or so to see if this is characteristic of this vehicle and if issue comes back.
Writer dialed customer who stated uconnect resolved his concerns with assist button and SA Justin is going to contact customer on the heat concern, writer informed customer we are sorry for the inconvenience and would like to offer him a Max Care SC writer stated we will be following back up with SA Justin 4/14/14 and will contact customer back for more information so we are able to add SC.
Writer dialed SA Justin and was informed he is off today and writer inquired if SA has voicemail and was informed he does not.
Writer will be offering customer SC WMX5100N.
Writer dialed customer left message we will be following back up with him 4/16/14.
Writer dialed customer and got exact mileage and address and stated we will be submitting this and SC will be added to customer vehicle and he will be receiving packet in the mail explaining everything this SC covers. Writer informed customer we will be closing case and if any further issues should arise to contact us back.
WMX5100N Contract created. Contract number is 38724366.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | |
|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT4 | EC212614 | ***Open Date*** | 04/08/2014 | ***Built Date*** | 06/02/2013 |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | |
| ***In Service Dt*** | 06/18/2013 | ***Mileage*** | 6,000 | ***Dealer Zone*** | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | ALEXANDRIA VA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Engine - Unknown - Other - Default | Engine had to be replaced |
| Product - Brakes - Anti-Lock Brake System - Other - Default | customer states vehicle will brake randomly |
| Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default | leaks caused water in the vehicle |
| Product - Electrical - Reverse Camera - Other - Default | shaky backup camera |
| Corporate - Survey By-Pass - No Response - Default - Default | |
| Product - Electrical - Cruise Control - Defective - Default | |
| Product - Fuel System - Unknown - Poor Fuel Economy - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Unhappy Jeep Customer
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
VIN: EC212614
Mileage: 6000
Servicing Dealer: Koons
First Name: [redacted]
Last Name: [redacted]
Address 1: [redacted]
City: Alexandria
State: VA
Zip: [redacted]
Email: [redacted]
Home Phone: [redacted]
I purchased a 2014 Jeep Grand Cherokee Overland in June 2013 (ordered in April) and have been experiencing a multitude of problems. Firstly, water somehow appeared in the compartment underneath the passenger seat. This was due a leak in the sunroof and was eventually corrected Next, after only 3000 miles, my 5.7L HEMI V8 engine completely died and needed to be replaced. Unfortunately we were actually almost 100 miles from our house on a trip when the engine broke. The entire process of replacing the engine took several weeks and required me to work with a dealer I did not know that was almost 100 miles from my house. It almost feels like I find a new problem every time I drive the Jeep. Below is a list of the major problems I have experienced. There are many more small issues I am not explaining in detail but am happy to discuss if you have an interest. -Water leaking into compartment underneath passenger seat and possibly other places. The leak has been fixed but I do worry about the possible long-term effects of the water problem on the electrical system, possible rusting, carpet, etc. -Engine broke at 3000 miles,

requiring complete replacement. -ACC/FCW system turns on and off every few minutes with a message that I need to clean the front sensor. I have cleaned the front sensor thoroughly too many times to count but the problem still persists. Additionally, the FCW system will kick in and brake randomly, even if I am driving on an arrow straight road with no cars anywhere near me. This issue concerns me because of the obvious safety risks given the vehicle randomly brakes and has done so in significant traffic several times - not to mention the fact that I paid extra for a feature that I cannot use. I have taken 2-3 trips to the dealer to try and get these problems fixed but they claim not to be able to replicate the issues. Their 'solution' is to tell me to clean the front sensor yet again. -Since the engine replacement, on occasion (2-3 times recently) when starting the Jeep, I get a warning prompt that says 'Service Electronic Braking System' and the Jeep won t start. I then have to turn the Jeep off for a few minutes after which so far to date the Jeep will restart. -Many little annoyances such as shaky backup camera, bluetooth not working, trim out of line, etc. I love the Jeep but no longer trust it given my issues to date nor would I be able to recommend it to a potential buyer if asked. We are also looking at possibly buying 1-2 more Chrysler products in the next year but I am unable to justify buying anything else from Chrysler until our current situation is satisfactorily resolved. The two vehicles I am looking at possibly purchasing are the Chrysler Town and Country minivan and a Jeep Grand Cherokee (either a Summit or an SRT). I know friends who have had a much better experience with Chrysler and Jeep cars and I do believe that my bad experience is unique. I do, however, feel strongly that my issues need to be resolved as it does appear so far that I bought a lemon and might even be able to qualify as such under the Lemon Law. Frankly, I would also strongly consider 'trading in' my Jeep with the value credited towards the purchase of a new Jeep if possible or if the issues I am experiencing can not be adequately resolved.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We are very sorry to learn of the problems you have encountered and have documented your concern.
We appreciate the time and effort you took to tell us of your dissatisfaction in our product.
The handling of your case will require a call to the Dealer. The Dealer is currently closed. What I am going to do is assign your case to a case manager that will contact the Dealer on your behalf, and continue to work on this case. The case manager will be contacting you, once the Dealer has been contacted to provide you with an update.
This will ensure that your concern is reviewed as quickly as possible
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,
Carolyn
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
***REQUEST FOR SPECIAL HANDLING***
NIC of TL consulted:PG725
Reason for special handling request: Customer s vehicle has 6000 miles on it and has an in service date of 06/18/2013. Customer is extremely unhappy with the number of issues he has had to have addressed on his 2014 JEEP GRAND CHEROKEE OVERLAND:
02/06/2014 01/30/2014 Radio/Spkrs/Clock/Antenna - Inquiry
12/10/2013 11/27/2013 Engine - Broken/Cracked
01/31/2014 01/31/2014 STAR-US BODY/SHEET METAL 4580 $0.00 ALIGNMENT
01/31/2014 01/31/2014 STAR-US AUDIO/VIDEO/NAV/TELEMATICS 4850 $0.00 HANDS FREE/BLUETOOTH OPERATION
01/31/2014 01/31/2014 STAR-US BODY/SHEET METAL 4580 $0.00 ALIGNMENT

01/31/2014 01/31/2014 STAR-US BODY/SHEET METAL 4580 $0.00 FIT AND FINISH
01/31/2014 01/31/2014 STAR-US VEHICLE PERFORMANCE 4580 $0.00
01/31/2014 01/31/2014 STAR-US BRAKES 4580 $0.00 WON T MEET CUSTOMER REQUIREMENTS
01/31/2014 01/31/2014 STAR-US VEHICLE PERFORMANCE 4580 $0.00 FUEL ECONOMY
01/31/2014 01/31/2014 STAR-US ENGINE 4580 $0.00 SERVICE BULLETINS / RECALLS / RRT
12/02/2013 11/25/2013 STAR-US VEHICLE PERFORMANCE 3048 $0.00 NO START
11/26/2013 11/26/2013 STAR-US ENGINE 3048 $0.00 SEIZED
11/25/2013 11/25/2013 STAR-US ENGINE 3048 $0.00 KNOCK
01/30/2014 02/13/2014 CLAIM WARRANTY 4580 PAID $37.91 Radio |Radio, Check Software Level and Perform Software Update
12/06/2013 12/23/2013 CLAIM WARRANTY 3048 PAID $2,394.21 Engine, Complete
12/06/2013 12/16/2013 CLAIM WARRANTY 3048 PAID $19.13 Module, Automatic Temperature Control (ATC)
12/06/2013 12/13/2013 CLAIM WARRANTY 3048 REJECTED $2,461.17 Engine, Complete
10/26/2013 11/08/2013 CLAIM WARRANTY 2099 PAID $390.26 One tube|Tube, sunroof/drain
PREPNV 06/19/2013 06/19/2013 CLAIM DEALERPREP 0 PAID $92.92 Basic Prep|Road Ready
Current location of the vehicle: Customer does not state for sure but it appears as though the customer has the vehicle.
Date of last repair attempt: Last repair to the vehicle was 01/30/2014.
Customer s preferred method of contact: Customer contacted CAC this time through e-mail, but has contacted CAC in the past via the phone.
Customer phone number (Morning) [redacted]
Customer phone number (Evening) [redacted]
Customer email address:j[redacted]
Dealer code (if applicable):68348
Dealer personnel involved (if applicable):
Assigned case to 86S for Special Handling
Status update provided via email to the following email address:
[redacted]
My name is Edith and I have been assigned as your case manager. Here is some information that will be helpful for you to have.
My contact information: 800.763.8422 EXT 66137
My hours in the office: 8:00am (MST) 4:00pm (MST)
I will review your case and contact you within 2 business days.
End of Status Update
* * * * * CASE MANAGER TEAM - District Q * * * * * *
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Status update provided via email to the following email address:
[redacted]
My name is Ondreana and I will be your customer advocate.
Here is some information that will be helpful for you to have:
Your case number: 2[redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66301
My work hours: 8:30 5:00 pm Eastern Time
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 7[redacted]. Left message and next follow up no later 4/11/2014.
Writer dialed [redacted]. Customer not available, so writer left a message advising another contact on 4/15/14
Writer received message from customer stating he can be reached at [redacted]
Attempt made to contact customer. Left message and next follow up no later than 4/17/2014.
Attempt made to contact customer. [redacted] and next follow up no later than 4/21/2014.

Attempt made to contact customer. Left message would be putting the case on hold and provide the brand number.
no response since 04/10

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEJG9 | EC[redacted] | ***Open Date*** | 04/08/2014 | ***Built Date*** | 02/09/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/04/2013 | ***Mileage*** | 13,760 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***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*** | 60385 | STONERIDGE CHRYSLER JEEP DODGE OF | | | |
| ***Dealer Address*** | 6701 AMADOR PLAZA RD | | | | |
| ***Dealer City*** | DUBLIN | ***Dealer State*** | CA | ***Dealer Zip*** | 94568 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | CASTRO VALLEY CA 9[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | a sensor in the lower bumper |
| Corporate - E-Reimbursement - Default - Default - Default | callibration on adaptive cruise control sensor did not repair vehicle |

Briefly summarize why the customer is contacting Chrysler: Customer is calling because the vehicle was in a low speed accident (about 2 mph). In the accident a sensor in the lower bumper for the ACC and assisted Braking was dislodged. Customer had the vehicle repaired at the insurance company s recommended IRF and then taken to the DLR 45508 for calibration. Customer was still experiencing issues with the sensor so she took it back to the dealer. DLR found that a bezel was not installed. Customer brought the vehicle back again to get the bezel installed and recalibration. Customer is still having issues with the sensor. Customer made an appointment to get the vehicle looked at again at DLR 45508. When she got there she was advised that there was only one tech that can do the work and he cannot work on the vehicle that day because he has too much to do. Customer would prefer to work with another dealer from here further. Vehicle is leased and customer wants it noted that she has made every attempt to repair the vehicle. Customer is concerned that there is going to be problems with the returning of the vehicle because this sensor is not able to be fixed.
-
Customer advised a call back is required and will take place within one 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: judymathews@sbcglobal.net
Who has possession of the vehicle? (Owner/Dealer/IRF)
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F

-
* * * * * CASE MANAGER TEAM - District O * * * * * *
- How far out of warranty: In warranty for Basic, Powertrain, Extended Federal Emissions, California long Emissions, etc.
- How many vehicles owned: 1
- Active or expired MVP s: SCHEDULED MAINTENANCE CARE PLUS - 5 YEAR - Active
Writer spoke with SA Melanie. SA says that the vehicle was in a front end collision and came in on 04/02/2014. SA Melanie transferred writer to SA Paul. SA Paul programmed the ACT and callibrated the cone around camera to black everything out. It prevents it from picking up things around it and messes with the cruise control. SA says they do not have the vehicle, that customer picked it up last week.
SA Paul states last mileage was 11602.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
Status update provided via email to the following email address: [redacted]
Here is some information that will be useful for you to have:
My contact information: 800-763-8422 EXT 66352.
My hours in the office: 9:30AM 6:00PM MST.
I will be reviewing your case and contact you by the end of business today.
Thank you,
Case Manager
Angel
End of Status Update
-
Writer left message for customer reguarding what dealership customer took vehicle into. Writer let customer know writer contacted customers current dealership on file CALIFORNIA SUPERSTORES SAN and they informed writer they had not seen vehicle currently. Writer left CM contact information.
Writer will follow up by 04/14/2014, Monday.
Customer calls to speak with their Case Manager.
Transferred the customer to MR1357 at ext 66235,because the primary CM was not available.
Customer contacted writer explaining their frustration with their vehicle repairs. Customer explained there vehicle was in an accident back in 2013. In the accident there lower bumper was damaged therefor also damaging a sensor on the bumper. Since the accident the sensor has been recalibrated 2-3 different times and still is not fixed. With the sensor not being repaired right it is causing problems with codes coming up and other problems with the vehicles electrical system. Customer is very unhappy with their treatment from the DLR they have been going to. Customer stated they have tried to contact SM three different times this week and has not been called back. Customer said they do not want to go to this DLR anymore because they feel they cannot fix or calibrate there vehicle since they have tried a few times in the past. Customer stated they were told there is only one tech at this DLR who can calibrate. Customer said they have paid $300.00 thus far for repairs and is being told by their insurance costs will not be covered because the vehicle has already been worked on and repaired. Customer advised to call their cell number [redacted] and make this the primary number on their case.
Writer advised a follow up no later than 4/11/2014.
-
Writer spoke with customer. Customer says that they supposedly corrected and replaced a part and callibrated it. Customer says there is a mechanism called a cruise control sensor that instead of her hitting the brake it puts her in cruise control mode. Customer says it puts an error message on her display even if she is not in cruise control, and its when she is on the highway driving, not in town. Customer says she heard from her insurance that they were not going to pay for the claim to recallibrate the sensor again. Customer says she brought the vehicle back to the dealership for them to look at and they told her there was a sheild or bracket that needed to replaced and they put it on and recallibrated the sensor and it still has an error message. Customer says

if there are ongoing expenses from a different dealership she does not want to pay out of pocket. Writer let customer know writer will consider cost assistance if she wants to take the vehicle into a different dealership for a 2nd opinion. Writer let customer know that writer will research dealerships in her area but does not set up appointments. Customer let writer know that she has a leased vehicle and will return the vehicle if she can t get it fixed because this is a safety feature that came with the vehicle. Writer let customer know writer will contact customer back no later than Monday, 04/14/14 with dealership
-
Stoneridge Chrysler Jeep Dodge of Dublin6701 Amador Plaza Rd Dublin, CA 94568 Service: (888) 804-6949
Fremont CDJR39639 Balentine Dr Newark, CA 94560 Service: (888) 904-1331
Walnut Creek Chrysler Jeep Dodge Ram2404 N Main St Walnut Creek, CA 94596 Service: (925) 937-5060
-
Writer spoke with SA Michael. Writer asked SA whether he had done work with Callibration of sensors and whether they had a tech that could do this work. Writer explained where and what the sensor was and is doing per lines 84-88. Writer let SA know customer is looking to take her vehicle in for a sencond opinion because this is a repeat repair. Writer let SA know writer is considering cost assistance because of this being a repeat repair. SA let writer know they could definately do the work and to have customer schedule an appoinment to bring her vehicle in because they would have to look at the vehicle. Writer let customer know writer would follow up with SA no later than Wednesday, 04/16/14.
Writer gave customer information for Stoneridge Chrysler Jeep Dodge of Dublin Service: (888) 804-6949.
Service Manager: Hank
Service Advisor: Michael
Writer spoke with customer. Writer let customer know SM name Hank and was referred to SA Michael. Writer let customer know SA let writer know they could do the callibration work and that they had a tech that could look at the vehicle but that customer would need to schedule and appointment and to speak with SA Michael. Writer let customer know that they wanted to look at the vehicle before they would know the cost. Customer let writer know that customer would contact them to schedule an appointment. Writer let customer know writer will follow up with customer no later than Wednesday, 04/16/2014 after contacting SM\SA.
-
Writer spoke with SA Michael. SA says that he did schedule an appointment for 04/21/2014 for customer.
Writer let SA know writer will follow up with him no later than Tuesday 04/22/2014.
Writer spoke with customer and customer disagreed with the appointment date. Customer says she had a discussion with SA and that her appointment was suppose to be for tomorrow, 04/17/2014 at 09:30 am. Customer let writer know she will follow up with the dealership and make sure they did not change the date for her appointment. Writer let customer know writer will follow up with her by Friday, 04/18/2014 to see is she was able to make the appointment or if it had been changed.
Writer received an inbound call from customer requesting to speak with his CM. Writer transferred customer to CM AG1365 ext: 66352.
-
Writer spoke with the customer. Customer says that the dealership will not work on her vehicle unless there is some kind of cost assistance or financial issue was resolved. Customer says that SA Roger is her SA. Writer handed phone to SA Roger and he stated that he has to look at the vehicle before he could give warranty pricing or know what it going on with the vehicle in the first place. SA took CM contact information. SA handed phone to SM Hank. Writer spoke with SM and he let writer know that if this is a repair that has to do with the collision he will repair the vehicle and submit the issue to her insurance. If this is a repair that has nothing to do with the accident and there are other issues he will submit it under warranty and if its not under her warranty we can consider some kind of cost assistance. SM let writer know he will have

discussion with customer. Writer inquired about a rental for customer if she had to leave her vehicle there. SM let writer know he would have his SA contact writer back if we need to do something about rental. Writer agreed. SM handed phone back to SA and SA let writer know as soon as he gets more information he will contact writer back.
-
Write spoke with SM Hank. SM let writer know customer scheduled an appointment to bring the vehicle in on Monday, 04/21/2014. SM says he does not know yet whether customer has a warranty or insurance issue with the vehicle until she brings the vehicle back in. SM says that there is an issue with the cruise control. Writer let SM know writer will follow up with SM and customer no later than Monday, 04821/2014.
-
Agent attempted to contact dealer Service Manager Hank, however, SM not available. Left message for a return call at extension 66352 regarding whether customer brought vehicle in for appointment.
Writer spoke with customer. Customer says she took the vehicle back into the dealership today, 04/21/2014 and they have her vehicle at the dealership. Writer let customer know writer will follow up with SM and then customer tomorrow, 04/22/2014 regarding diagnosis\repairs.
Writer spoke with SM Hank. SM says customer just dropped the vehicle off today, 04/22/2014 instead of yesterday. SM says they do not have enought information for repairs yet. They are in process of diagnosis. SM let writer know to follow up with him by tomorrow, 04/23/2014. Writer agreed to follow up with SM and then customer.
Writer spoke with SA Mike. SA says the sensor in the front active cruise control sensor did need to be callibrated. SA let writer know current SA working on the vehicle is Roger. SA says the current mileage on the vehicle is: 13760. SA let writer know writer will need to follow up with SA Roger or SM regarding cost. Writer let SA know writer will follow up no later than tomorrow, 04/24/2014
Writer left message letting customer know writer contacted customers dealership and that they are in process of callibrating her front active cruise control sensor. Writer let customer know writer will follow up with customer tomorrow after contacting her SM.
-
SA Roger left message for writer letting writer know the callibrations for customers vehicle were completed and the vehicle has been returned to customer.
-
Writer spoke with customer. Customer says the adaptive cruise control does not display the error message it was displaying for the cruise control. Customer says it appears to be functioning properly and customer is satisified with repairs so far. Customer says the only problem she has is with the previous dealership and the money she spent for a repair that was not done properly. Writer let customer know writer would be willing to help with cost assistance because of this repair being a repeat repair. Writer let customer know writer will send customer the link at customer request so customer could send her documents. Writer let customer know what to put on each document when sending and that it can take between 24-72 hours for the document to attach to the case. Customer let writer know writer did meet customer expectation when pursuing repairs with a dealership and following up with customer. Writer let customer know as soon as writer receives customer documentation writer will contact customer, but no later than 04/29/14, Tuesday.
****** Below Customer Contacted for Documentation Request ******
[redacted]net on 2014-04-24 @ 20:44
Customer MRS. [redacted] called, requesting the CM and the fax number. Writer advised that her CM was currently unavailable and provided the fax number for the customer.
****** Below Customer Contacted for Documentation Request ******
ad1021@chrysler.com on 2014-04-29 @ 09:58
***** Customer Document Received *****
****Begin structured narrative T2 - eReimbursement
What has the customer requested?

reimbursement for out of pocket expense for callibrating the Adaptive Cruise Control Sensor that did not repair vehicle.
If this is a Recall or Extended Warranty, enter the campaign number.
NA
If this is for a previously made goodwill decision, what is that CAIR #?
NA
Enter the Mileage at the time of the repair.
11621
Enter the Date when the repairs were completed.
04/14/2014
What is the total cost of the Parts to be reimbursed?
$19.30
What is the total cost of the Labor to be reimbursed?
$300.00
What is the total Tax to be reimbursed?
$1.79
What is the total amount being reimbursed?
$321.09
****End structured narrative T2 - eReimbursement
MR THOMAS MATHEWS accepts and verifies the check should be mailed to the following name and address:
[redacted]
CASTRO VALLEY , CA-[redacted]
Writer spoke with customer. Writer let customer know writer received customers documents. Writer asked customer if writer met customer expectations. Customer let writer know writer took care of her and made sure she had somewhere to take her vehicle and got it repaired. Writer verified customer address and let customer know she would receive check within 7-14 business days but when check is processed and sent out this case will automatically close. Customer confirmed she understood and is ok with writer closing her case.
Ok to complete the reimbursement check process
Customer Document Reviewed.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG4 | EC1[redacted] | **Open Date** | 04/09/2014 | **Built Date** | 04/13/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 06/17/2013 | **Mileage** | 28,512 | **Dealer Zone** | 35 | WASHINGTON | |
| **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** | 65888 | COUNTRY CLUB CHRYSLER DODGE INC | | | |
| **Dealer Address** | ROUTE 19 SOUTH | | | | |
| **Dealer City** | CLARKSBURG | **Dealer State** | WV | **Dealer Zip** | 26301 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | FAIRMONT WV 2[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Rental Vehicle - Default - Default - Default | Customer request rental vehicle for vacation trip |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to inquire about coverage for a rental charge. Customer is currently driving the vehicle however due to a malfunctioning part with the forward collision warning system causing the vehicle to randomly apply the brakes and deploy warning signals. Contacted service manager Kenny at dealership code 65888 who concurs that the vehicle is unsafe to drive long distances. Asked service manager Kenny if they would be able to make a loaner vehicle available to the customer or a rental however Kenny declined indicated that he would not be able to provide a loaner vehicle for a vacation trip and furthermore he has already provided 6 days of rental to the customer.
Briefly summarize what the customer is expecting: customer expects a rental provided in place of her vehicle and covered by Chrysler for the duration of a vacation starting in a few weeks.
Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [redacted]1
Preferred Afternoon/Evening call back number is [redacted]
Reassigned to 96W
* * * * * CASE MANAGER TEAM - District 1 Ù * * * * * *
Writer called dealer and spoke with SM Kenny who stated that part arrived and repairs have been complete. SM stated that point of failure was the ACC module, vehicle is at the dealer and customer has been informed that repairs are complete. Current miles are 28512 and customer is not on a rental vehicle.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 3[redacted] Writer left a message and stated that if we don t hear back from customer today we will follow up with customer no later than Monday 04/14/2014.
2nd attempt made to contact customer at 3[redacted] Writer left a message and stated that if we don t hear back from customer today we will follow up with customer no later than tomorrow 04/15/2014.

3rd attempt made to contact customer at [redacted]. Writer left a message and stated that if we don t hear back from customer today we will follow up with customer no later than tomorrow 04/16/2014.
Customer Contact: Dialed [redacted] No answer left voicemail with CM ext 66200.
Writer called customer at 304-677-3291, writer left a message stating that we have been advised by our dealer that repairs have been complete. Writer stated that we will leave this case open until Tuesday 04/22/2014 and if we don t hear back from customer we will be closing this case. If customer has no issues there is no need to contact us back.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT6 | EC137494 | **Open Date** | 04/10/2014 | **Built Date** | 03/06/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 03/26/2013 | **Mileage** | 20,000 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 41657 | GENGRAS CHRYSLER DODGE JEEP LLC | | | |
| **Dealer Address** | 460 CONNECTICUT BLVD | | | | |
| **Dealer City** | EAST HARTFORD | **Dealer State** | CT | **Dealer Zip** | 06108 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | GLASTONBURY CT [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - Default - Default - Default | braked without touching vehicle |
| Product - Brakes - Disc Brake Assy/Calipers - Other - Front | braked without touching vehicle |

Briefly summarize what the customer is contacting Chrysler: Customer called stating that she would like her vehicle replaced. Customer states it has been in the DLR 5-6 times since she purchased the vehicle.
Customer states she has purchased other Jeeps and never had these issues before. Customer states she was driving then all of a sudden it just started braking on its own. The vehicle went from 60mph down to 20 mph.
Customer vehicle is at the DLR and she does not want the vehicle back.
Customer does lease the vehicle but does not want this one back.
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 x[redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? GENGRAS CHRYSLER DODGE JEEP LLC
Is this a request for 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.
Briefly summarize why the customer is contacting Chrysler:
Customer states going 60-20 the vehicle just stopped on the highway.
Customer states she no longer wants to repurchase.
Customer state she wants to file for lemon law.
-
Briefly summarize what the customer is expecting: Customer state she wants to file for lemon law.
-
Agent advised customer of where her file was presently.
Agent advised customer that she would have to refer to her blue and white

booklet.
- Received a call from customer, who advised she was driving yesterday when the Brake Warning Light started flashing/beeping, warning her that a vehicle was in front of her, although there was not a vehicle in front of her and then the vehicle went from
60-20 mph on its own in about 2 seconds and she started smelling something burning. Customer advised the situation was very scary and she s lucky no-one was hurt.
- Customer advised the vehicle has already been Gengras CDJ 8 times for the same Brake Warning Light concern, so she is 'done' at this point. Empathized and apologized to customer for the inconvenience, as I can certainly understand her frustration. Provided customer with her Case Manager s (js2481) contact information and then transferred her to js2481 voice mail for a return call- customer understood.
*** Jason with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Jason directly at 214-583-2174. Thank you. ***
Customer LVM requesting return call ASAP.
Completed initial call to customer and apologized for vehicle concerns. Advised I would like to assist and empathized for customer s safety concerns. Customer states the number of repairs is unacceptable and she is done with this vehicle. I advised I cannot guarantee we would offer to replace her vehicle, but customer allowed me to reassure her that we would resolve her concerns. Agreed to follow up 4/11 or 4/14 after I have spoken with the dealership. Customer confirms she has alternate transportation.
Called Gengras (41657) spoke with SA Chris. Vehicle is at dealer but have not begun diagnosis or duplication. Advised we would escalate to TS to assist in diagnosis and authorize repairs. Requested SA not release vehicle until speaking with TS and SA acknowledged.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-04-11 @ 11:43
Customer calling in requesting callback from CAIR manager. Transferred customer to CAIR manager voicemail as indicated on line 45 through 47
Customer LVM requesting a call back.
LVM for customer advising technical assistance was requested Friday but I do not yet have new information. Advised I should have more information in the next day or two.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Called Gengras, Amy states SA is unavailable to provide part information at this time.
Called customer and confirmed she is aware of vehicle and parts status. Customer is upset she was not provided a rental. I confirmed that she has access to a rental through a friend and advised if that were not available I would authorize a rental for her through dealership. Customer understands and appreciates the assistance but advises it has been the same issue all along and she wants a new vehicle for the remainder of her lease. I advised I am not aware of a key for key process that would prevent her from dealing with usage and mileage fees. I advised customer this is the first repair I am aware of for automatic braking concern. Customer confirms and states she is tired of it. I apologized and stated that once these concerns are resolved I would be happy to investigate reimbursement. Customer states part ETA this week and agrees to follow up again this week.
Called Gengras, SA Mike advises vehicle repaired. States previously customer did not want to pick it up, but is not certain customer has been notified.
Called customer advised vehicle is repaired and she could get a call to pick it up today. Customer states she has no faith in the repairs because it has been repaired several times. I advised this is the first repair

for the automatic braking feature that I am aware of. Requested customer drive vehicle before leaving dealership to confirm all issues are resolved. Customer agreed.
Because of customer s safety concern and for customer satisfaction, AM is going to buy back vehicle. ISG buyback documentation was submitted on 4/21/2014.
LVM for AM EGP8 to confirm notes before closing.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
EGP8 confirms submitted ISG documentation. AM addressing customer concerns/treatment with dealer. Agreed CM would call customer to advise replacement.
LVM for customer requesting call back.
Customer called back advised she is aware of offer and thanks me for my help. I advised a new CM would be in contact 5-7 business days and that the process can take 30 or more days. Customer understands and thanks me for the call.
Customer LVM advising her vehicle now has a recall. Customer requests reimbursement for monthly car payment since she will have to take to the dealer again.
Called customer to confirm concerns. Customer seeking reimbursement for repairs during the month of April as she did not have her vehicle. I advised that since the vehicle has been replaced, that offer would supersede reimbursement consideration. Confirmed for customer that there are no active recalls on her new vehicle (EC445531). Customer requests to speak to someone above me. I advised I would request my supervisor make contact, but could not guarantee a different response.
Called customer at customer s request for a supervisor call back and left voicemail requesting a call back to discuss customer concerns.
Sent dealer check 2 day ups

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT4 | EC1[redacted] | ***Open Date*** | 04/11/2014 | ***Built Date*** | 05/28/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 06/12/2013 | ***Mileage*** | 12,771 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 58364 | BRYDEN MOTORS INC | | | |
| ***Dealer Address*** | 548 BROAD STREET | | | | |
| ***Dealer City*** | BELOIT | ***Dealer State*** | WI | ***Dealer Zip*** | 53511 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | ROSCOE IL [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Electronic Vehicle Security - Defective - Default | Customer states that EDIC reads 'clean radar sensor in front of vehicle' |

Customer came in on service on 2/24/2014 indicating that there is a message reading 'Clean radar sensor in front of vehicle' Dealer inspected vehicle and found ACC sensor had to be replaced. Dealer ordered part and ETA on part is the week of 4/14/2014. Customer is upset that part is still not available. Per customer satisfaction AM offered customer a convenience package. Customer accepted goodwill offer.
Customer called back service manager at Bryden (58364) and changed his mind about agreeing to oil change service contract. Customer said when driving back to the dealer to get his back order part installed he picked up a nail on the sidewall. Customer feels that he should be reimbursed for tire replacement because of all the hassle he has been through going back and forth for a part that was on back order. AM agreed in place of service contract to reimburse customer for tire replacement. Parts and labor with tax is $203.14.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ9 | EC1[redacted] | ***Open Date*** | 04/11/2014 | ***Built Date*** | 04/19/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/06/2013 | ***Mileage*** | 9,509 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

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|---|---|---|---|---|---|
| ***Dealer*** | 65015 | BRANHAVEN CHRYSLER JEEP DODGE | | | |
| ***Dealer Address*** | 348 WEST MAIN ST | | | | |
| ***Dealer City*** | BRANFORD | ***Dealer State*** | CT | ***Dealer Zip*** | 6405 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | NORWALK CT [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Defective - Default | Dash displaying multiple warnings |
| Corporate - Survey By-Pass - Duplicate CAIR - Default - Default | Duplicate CAIR 24870747 |

Writer was contacted by customer in regards to the Dash displaying several error messages. Customer states the dash shows service engine, and adaptive cruise control needs service. Customer is in the Enhanced Customer Cair. Customer provided [redacted] as best contact.
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG8E[redacted] | | ***Open Date*** | 04/11/2014 | ***Built Date*** | 05/01/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/25/2013 | ***Mileage*** | 7,616 | ***Dealer Zone*** | 42 | DETROIT | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 68341 | NORTHGATE CHRYSLER DODGE JEEP, | | INC. | |
| ***Dealer Address*** | 8536 COLERAIN AVE | | | | |
| ***Dealer City*** | CINCINNATI | ***Dealer State*** | OH | ***Dealer Zip*** | 45251 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | 723[redacted] | ***Home Phone*** | [redacted] |
| | CINCINNATI OH[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | clips will not let eye in camera to program |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Dealer code: 42- 68341
POC Name and position: Ranae/SA
POC number: 513-385-1045
POC e-mail: n/a
Current mileage: 68341
Customer concern: Adaptive cruise control eye will not program
Dealer diagnosis: ordered new clips. Vehicle was in body shop before going to service department
Recommended repairs: replace clips
Is the customer in a rental: no
Is the customer waiting: no
Customer name: [redacted]R
All customer contact numbers: Dealer did not have customer contact number. Contact numbers listing in Coin: [redacted]9
Best time of day for contact: not specified
Writer contacted dealer and spoke with SA, Ranae. SA advised that the adaptive cruise control eye will not program. SA advised that the repairs should be completed and they will be about $230.00 total. Writer advised SA to perform the repairs and to contact CA back with information once repairs have been completed.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]Customer was not available, so writer left a message advising another contact on 4/15/14
Writer contacted the dealer and spoke with SA, Renee. SA advised that the repairs have been completed. SA states that the total cost was $237.77 and that they needed to do an aligning on the vehicle as well.

Writer contacted SA Renee again to confirm that the customer picked up the vehicle. SA confirmed this information.
Writer dialed [redacted] to speak to customer. The phone sounded like it picked up but nobody said anything. Writer called back and someone said 'Hello' and when writer spoke, nobody said anything. Writer will call again on 4/16/14
Writer dialed [redacted] to speak to customer. Customer advised that everything on the vehicle is going well. Writer confirmed customer s street address and advised that the case would be closed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCGX | EC[redacted] | **Open Date** | 04/14/2014 | **Built Date** | 04/17/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/12/2013 | **Mileage** | 15,825 | **Dealer Zone** | 70 | | |
| **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** | 67847 | DWAYNE LANE'S CHRYSLER JEEP INC | | | |
| **Dealer Address** | 10515 EVERGREEN WAY | | | | |
| **Dealer City** | EVERETT | **Dealer State** | WA | **Dealer Zip** | 98204 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | LETTER |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | BOTHELL WA[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Lamps and Switches - Defective - Default | seat beat, air bag, |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - Lemon Law - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Air Conditioning / Heater - Switches / Controls - Other - Default | |
| Product - Electrical - Lamps and Switches - Other - Default | |

Dealer code: 67846
POC Name: SA Rick
POC number/ email: 425-551-5433
Current mileage: 15,800 miles
Customer name: [redacted]
Customers concern: dead pixel in dash board above mileage display, a display is being read as service air bag and driver seat belt is not buckle when the seat beat is buckle, FCW/AC lights are on.
Is customer in rental: no
Is customer waiting: no
All customer contact numbers: [redacted]
Best time of day to contact customer: any
Dealer diagnosis (if completed): no
Do you (dealer) understand ECS and have you explained ECS to the customer
Dealer should not start repairs until contacted by tech specialist
Provide CAIR #: [redacted]
* * * * * Enhanced Customer Satisfaction Team (ECS) * * * * * *
Vehicle still under manufacture warranty
Customer owned 4 vehicles, 4 New, 0 Used
and 1 current, original owner
No additional vehicles in household
Service Contract: None
Status update provided via email to the following email address:
[redacted]

My name is Jessica from Jeep Enhanced Customer Satisfaction Team and I have been assigned as your Customer Advocate.
Here is some information that will be helpful for you to have.
CAIR# [redacted]4
Enhanced Customer Satisfaction telephone number 1-800-763-8422
My extension is 66391.
My work hours are 9:00am-8:00pmMST (Monday Wednesday) 9:00am-5:30pm (Thursday)
I will contact you later today to review your case with you.
Thank you
End of Status Update
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-04-14 @ 15:17
67847 DWAYNE LANE S CJD dialed 425-353-3855.
SA Rick is out to lunch CA left message.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 425-877-4014.
Left message that the next attempt will be made 04/16/14.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted]FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] INFORMATION
Begin Customer Message reviewed:
I called and left a message for you yesterday (and have not heard back). Within a year, I ve had this car in the shop multiple times (last time was for the blower which required multiple trips). Now, it s for the service bag failing, the ACC/FCW broken, and the phone system saying it needs service. This is simply unacceptable. Please call me at [redacted].
End of Reviewed Customer message
Begin Customer Message reviewed:
Jessica - as I mentioned before, we ve had a blower fail on the car, service airbag fail, adaptive cruise control has to be fixed, and a dead pixel on the LCD display - all within a year. With all that s gone wrong in the space of a year and the inconvenience I ve had to endure due to constantly having this car in the shop, I would like you to look into adding a Jeep extended warranty on the vehicle at no cost to me. The quality on this vehicle is currently unsatisfactory and had me greatly concerned.
End of Reviewed Customer message
[redacted] called requesting to speak to CAJJ869 . Writer warm transferred customer to CA for further handling.
Mr. [redacted] Called back stating his level of concerns with vehicle and that vehicle is not even a year old yet, and is frustrated at this point. Customer biggest concern is he has been returning to dealership for multiple times for the blower on three different times. Now the air bag, adaptive cruise control is broken and the dead pixel on the LCD display is not working. Customer claims that vehicle will reach its 20 day service customer is expecting to pick up his vehicle by Saturday and be fixed. Customer states with the amount of convenience and experience he has gone has not been good. Customer is seeking to get extended warranty for his vehicle due to the experience. CA acknowledges customer frustration but made customer aware that CA has Chrysler Corporate Service Engineers will be working with your dealership technicians to see if they address his concerns. CA advised customer if he can give CA a chance and dealer to see what needs to be done for his vehicle. Customer agreed CA also informed customer that CA will look into some type of SC or extended warranty for vehicle but no promises are made due to CA will need to verify what will merit his vehicle type customer agreed. CA will follow up with customer if any updates become available from dealer or TS.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted]FOR INFORMATION

Begin Customer Message reviewed:
Jessica, do we have an update here? I d like to know what is going on with my vehicle? Thanks, Jon
End of Reviewed Customer message
Contact update information Declined.
MR [redacted] to speak with their Case Manager. Transferred the customer to CM JJ869 at ext 66391.
Customer states vehicle is still at the dealership and issue have been occurring for over a year now with vehicle. Customer states vehicle has been at dealership for three weeks now and by his state Washington lemon law vehicle has almost reached the 30 day mark. CA understood by made customer aware that CA is not qualified to answer any lemon law question but does have update from TS. CA advised customer that TS had spoken with SA Rick advising them that they found 9 stored U codes, TS requested Occupant Restraint Controller to be replaced. TS had advised dealer to inspect the body grounds to ensure damage or improper installation is not found. CA advised customer that dealer need to report back with results and findings. Customer understood but asked when he will get his vehicle back CA made customer aware until dealer reports back to TS, CA would know what will be done. Customer states the third item on the OCD display has dead pixel in vehicle and part might come in late. Customer asked about rental CA advised customer that rental is available he customer needs one. Customer was just asking. Customer asked about extended warranty for vehicle CA made customer aware CA can still review for what type of SC or warranty can be provided but no promises. Customer asked for call back when CA will have more information. CA advised customer that CA can follow up by tomorrow or 04/23/14.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
67847 DWAYNE LANE S CJD dialed 425-353-3855.
SA Rick spoke with TS and so far they order cluster and fix some ground wires on vehicle. CA asked when part for cluster will coming into dealership, SA states part is exchange and they have no way to track part. SA thinks part will be arriving at the end of the week or Monday latest. SA states customer has been advised of the information. SA states customer was put in rental vehicle SA verified mileage for vehicle.
Contacted customer dialed 4[redacted]
CA advised customer from lines 125-126, CA advised customer that part should arrive at the end of the week or latest on Monday. Customer stated he won t get his vehicle back by next week CA did not make any promises but assured customer that if any updates become available CA will follow up with any updates. Customer agreed and asked about his extended warranty that he requested CA advised customer of SC that CA would like to discuss. CA found SC Hat Trick Package HTM570N CA explain what SC is and customer accepted SC. CA advised customer that SC should be added as soon CA turn in paperwork and he will receive paperwork in mail in two weeks about SC.
HTM570N Contract created. Contract number is 38738514.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
67847 DWAYNE LANE S CJD dialed 425-353-3855.
SA Rick states vehicle is done they are going on one final test for vehicle. SA states if everything is fine with vehicle today customer can pick it up.
Contacted customer dialed 4[redacted]
Left message that the next attempt will be made 04/29/14.
Begin Customer Message reviewed:
Jessica - I went to pick up my car on Friday. It was 'fixed'. 5 minutes after driving off the lot, the service air bag and adaptive cruise control warnings came back on. At this point, we are now into the third week with the car in service for the second time for the same issue. I am paying for a vehicle that I can t use, and I don t have a vehicle that I

can use to tow my boat (which is why I bought the Jeep in the first place). We are fast approaching lemon status on this vehicle. At this point, I am going to have to ask that Chrysler reimburse me for this month s payment on the vehicle and expect that you will follow up on this. This continues to be a huge inconvenience.
End of Reviewed Customer message
67847 DWAYNE LANE S CJD dialed 425-353-3855.
SA Rick found a lose ground wire in vehicle and underneath center console which was located underneath the sound barrier. Tech drove vehicle after the adaptive cruise control on with vehicle and they will keep vehicle for two more days to make sure repairs are completed. SA states he left customer a message this morning advising him of keeping vehicle for two more days.
SA Rick states customer put in rental vehicle.
Status update provided via email to the following email address:
[redacted]
I want to apologize for the inconvenience and experience you have been through. I want to make you aware if you are requesting a reimbursement for one month s payment I will need the following to be reviewed:
Monthly statement indicating how much your monthly payment is.
Proof of payment. Typically, this is a copy of the cleared charge from 281 your bank account. If you pay with a Money Order, it is the detachable receipt.
**Please feel free to black out any sensitive information, including the full account number and any additional charges you do not want seen. **
I will be sending an additional email after this one with a Document Request Link, for you to submit these electronically. Simply scan the documents to your computer and upload them to the link included in the next email.
For security purposes, this link expires after one use or after 7 days.
If you have any questions about sending the documents or need an additional link sent, please do not hesitate to contact me.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-29 @ 14:38
***** Customer Document Received *****
Customer Document Reviewed.
Contacted customer dialed [redacted]
Left message advising customer that documents were received but CA needs documents showing the VIN of what he pays. CA advised customer that the next attempt will be made 05/05/14.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-30 @ 18:29
***** Customer Document Received *****
Customer Document Reviewed.
67847 DWAYNE LANE S CJD dialed 425-353-3855.
SA Rick was not available CA left message.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-05-01 @ 17:55
Contacted customer dialed [redacted]
Left message advising customer that documents were received but CA needs documents showing the VIN of what he pays for. Tthe next attempt will be made 05/06/14.
***** Customer Document Received *****
Customer Document Reviewed.
DWAYNE LANE S CJD dialed 425-353-3855 spoke with Jeff in parts who advised the order # is 120ls part # is 56054067AC was ordered on 4/30/14
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#56054067AC,Order#0120LS,OMC#26724131
on 2014-05-05 @ 13:16
MR [redacted] called to speak with their Case Manager. Transferred the customer to CM JJ869 at ext 66391 VM.
67847 DWAYNE LANE S CJD dialed 425-353-3855.
Parts Manager Jeff states occupant restraint module is on back order with

Chrysler. SA Rick states ORC module in vehicle after TS was advised of dealer put mileage on vehicle. SA states vehicle is there and customer is in rental vehicle.
Contacted customer dialed [redacted]
Call was answered but no response from customer call was disconnected.
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#56054067AC,Order#$0120L,OMC#89096775
Order upgraded to VOR. Supplier shipping in limited quantities. Based upon supplier s ship commitment; ETA to receive part is during the week of 5/26/14.
****** END OF SUPPORT ESCALATION ****** by T3755BF
67847 DWAYNE LANE S CJD dialed 425-353-3855.
Parts Manager Jeff states they did do an upgrade for part to VOR but ETA showing 06/19/14.
Contacted customer dialed [redacted]
CA advised customer that documents for reimburse has been received and he will get reimbursed one month car payment of $671.97. CA advised customer of part being expedited CA made customer aware that part was on back order and dates showing shipping out the week of 05/26/14. Customer states it has almost been a month without his vehicle and his biggest problem is that he bought a vehicle to use for towing and haul his boat. Customer states he has not been able to use his vehicle and he needs something different for a rental vehicle. Customer states he is at a point where he might consult with an attorney at this point due to vehicle being down for 30 days which within warranty classifies as a lemon. Customer states this is arbitration contract and he seeking to get a vehicle same like his and same monthly payments as well. CA asked customer if he is seeking the lemon law customer stated no but looked it up on his state lemon law for the 30 day period. Customer states there is two directions he can go with. Customer states he go to the attorney general office and if vehicle is unusable it s a lemon define by the law at this point. Customer is proposing at this point to seeks to get another vehicle that is not a lemon and work functionally. CA made customer aware that if he is requesting replacement that CA is unable to answer his question and that case will be sent to another department to review his concerns. Customer understood but stated he just wants his vehicle back; CA understood and apologized for the inconvenience but is trying to push his case as far as it can go. Customer states he will wait for part to arrive and if part does not arrive on the week of 05/26/14 customer would like to reimbursed anther car payment for June due vehicle sitting at dealer. Customer feels that this is more fair for him CA understood but made no promises. Customer is seeking to get a rental vehicle that has a hitch so he can use vehicle to tow his boat. CA understood made no promises for rental arrangements due to dealer provided the rental and CA can not make any promises if vehicle is not available.
3615 222ND PL SE ,
BOTHELL , WA- 98021
Customer wanted to know why cant dealer take part from another vehicle and put in his vehicle. CA advised customer that some dealership will not allow that to happen due to certain modules.
67847 DWAYNE LANE S CJD dialed 425-353-3855.
SA Rick states he was already advised by customer that he wanted a different rental vehicle with a hitch. SA states he advised customer that rental places do not have rental vehicle that come with hitches. SA states its policy for rental places not to have hitches, SA states customer is in a rental vehicle. CA advised SA that customer wanted to know why the dealership can t take a part off another vehicle and put it in his vehicle. SA states they will not be able to due that because that VIN is programmed into the module.
Writer chatted with TS/KY to advise the part ETA is 5/26/14 as limited by supplier is on VOR status
**********96W PARTS UPDATE**********
Part#56054067AC has released to depot, ETA is 2-3 business days to dealer
**********END OF STATUS UPDATE**********

67847 DWAYNE LANE S CJD dialed 425-353-3855.
SA Rick was not available CA left message for SA advising him that ETA showing 2-3 business days to dealer.
Status update provided via email to the following email address:
jsheld@hotmail.com
Hello, Mr. Held.
This is Jessica from the Jeep Enhanced Customer Satisfaction Team. I m writing you regards to your 2014 JEEP GRAND CHEROKEE. At this time I have made the dealership aware that expediting has provided a date with parts that should arrive 2 -3 business days. I want apologize for any disappointment this may cause. We value your patience during this process. In the event you need to reach your customer advocate you may use the link provided in this email or call 800-763-8422 Jessica s direct extension: 66391.
Thank you for time and patience.
End of Status Update
OMC# 89096775Order# $0120L FOR PN: 56054067AC IS RESOLVED
**********96W PARTS UPDATE**********
Part has arrived at dealer
Signed By:
SCHOULS
**********END OF STATUS UPDATE**********
Status update provided via email to the following email address:
[redacted]
We have confirmed that the needed part has arrived at your dealership. They will be contacting you once all repairs are completed. We value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach Jessica you may use the link provided in this email or call 800-763-8422 her direct extension: 66391.
End of Status Update
Begin Customer Message reviewed:
Jessica-I received my car on Friday. A couple of issues: 1. I left it with a full tank, but more than 150 miles had been driven on it and it was not filled back up. 2. After over a month of having the car, it should have been detailed. There were spiders inside and outside of the car. I am in the process of having it detailed beyond what I ve done to rid the car of insects. 3. It was personally used (test driving does not mean taking it to your home and running errands with it). 4. The gear shift is sticking, which means I ll need to bring it in yet again for service. I m not al all happy that I have yet another problem. With 36 days out of service and a lot of inconvenience to me, I am going to kindly ask that Chrysler purchase and install Running Board, Molded (Part # 82212685AB) at no cost to me. You can find the part information here: http://www.mopar.com/part/82212685AB?s=357393&i=4317005&b=jeep
While I appreciate what s been done thus far (though I have yet to receive reimbursement for the May payment that has already drawn from my account), continued problems with the car require and the state in which it was returned to me require that Chrysler do more. You can reach me at 4258774014.
Regards, Jon
End of Reviewed Customer message
Contact update information Declined.
[redacted] called to speak with their Customer Advocate. Transferred the customer to CA SF350 at ext 66385, because CA JJ869 was not available.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-05-20 @ 12:23
Received call from customer wanting status of action taken for reimbursement of payment, vehicle being returned with less gas than starting appointment with and the vehicle was unclean. Writer advised customer reimbursement will be made for one tank of fuel and vehicle to be detailed at a cost not to exceed $150.00. Customer will make appointment for week of 5/26/14 for gear shift sticking. Next contact with customer will be 5/28/14

***** Customer Document Received *****
Customer Document Reviewed.
Left message for customer requesting call back to discuss reimbursement request. Two vehicle payments have been processed.
Writer left message for customer requesting call back. Informed customer that two checks have been approved and requested that second check not be cashed. Writer will contact 82J in order to request a stop payment be placed on check approved on 5/22/14.
Stop payment was requested by 82 for 2nd reimbursement check. Writer will check status on 6/30/14
Customer has received first check. Informed customer running boards and other reimbursement will be taken care of as soon as confirmation of stop payment is received.
Writer spoke to Jeff in parts department. Two options are available for running boards. Blalck/Chrome flat = $649.00 or Tube Step Chrome plated = $577.00. Bothe options would need to be ordered and are one day from dealer. Installation for both options is 1.5 hours at $120.00 an hour labor rate.
Status update provided via email to the following email address:
[redacted]
I have two options that can be considered for running boards. You may want to stop by a dealer to look at them. One is a flat chrome and black model the other is tube step chrome covered model. Please let me know what your preference will be.
End of Status Update
Customer advised writer that he has contacted an attorney and is filing lemon law under the State of Washington. Informed customer that this case will be closed. Customer offered to send copy of letter written by attorney. Writer declined
SA Rick stated that there were 2 days of rental that dealership needed to be paid for. Writer advised SA Rick that writer sent a RA over for those 2 days.
POSTMARK DATE: 060614; DATE RECEIVED: 061114
**********
Marya Santor -Attorney -Lemon Law Notice
Reassigned to Business Center for review and handling.
06/12/14 Received attorney demand letter on 6/12/14 and assigned for handling. jt

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM4 | EC[redacted] | ***Open Date*** | 04/14/2014 | ***Built Date*** | 01/12/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 02/12/2014 | ***Mileage*** | 3,200 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 42174 | ALLEN MELLO DODGE INC | | | |
| ***Dealer Address*** | 13 MARMON DRIVE | | | | |
| ***Dealer City*** | NASHUA | ***Dealer S ate*** | NH | ***Dealer Zip*** | 0 060 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | BROOKLINE NH[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Dealer - Parts - Transaction - Parts N/A / Backordered - Default | customer seeking assistance to get part which is on backorder |
| Dealer - By-Pass - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: The customer called and stated that he is seeking assistance to get parts for his vehicle. The customer stated that the adaptative cruise is not working and that the ALLEN MELLO CHRYSLER JEEP Dealership have had to order a part to complete the repair and he has been waiting since March 11/14. The agent updated the customer s information in COIN. The agent provided the customer with his CAIR #: 24883063. The customer stated that he was calling as he had received a letter that stated that if he had any concerns to call Chrysler for assistance. The agent advised the customer that the agent would need to call the ALLEN MELLO CHRYSLER JEEP Dealership Parts Department to get information about the part that is on back order. The agent called the ALLEN MELLO CHRYSLER JEEP Dealership and obtained the part information as found below. The agent advised the customer that his CAIR would be sent to the Parts Support team for parts resolution for further assistance.
Briefly summarize what the customer is expecting: Assistance to get the part to complete his vehicle repair.
Writer contacted ALLEN MELLO CHRYSLER JEEP (Dealer code 42174) and spoke with Parts Advisor Deryk
who stated part information for order is as follows:
Part #: 68223771AE
Part Description: Adaptative Cruise Control Sensor
Order #: 11MARS
ETA: May 8/14
Is customer in rental? No
Is the vehicle off road? No
Order type: Special Handling
Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager

will provide them updates on the status of the part within 4-5 days.
If an update is received sooner, customer will be contacted sooner.
Customer call back phone number [redacted]
Customer s email: [redacted]
Assigned case to 96W.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68223771AE,Order#11MARS,OMC#26396341
on 2014-04-14 @ 17:47
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON: 4/14/14
PART NUMBER: 68223771AE
PART DESCRIPTION: SENSOR
ORDER NUMBER: 11MARS
NUMBER OF DEALERS WITH PART: 0
CUSTOMER IN RENTAL (Y OR N): N
ASSIGN TO: FO507
**********END OF TRIAGE**********
**********96W PARTS STATUS UPDATE **********
CM dialed customer at [redacted] spoke to customer. CM advsied ETA is longer than a week . CM advised will send email updates, customer agreed. CM thanked customer. Ended call.
**********End of Status Update**********
****** START OF SUPPORT ESCALATION by T1095DG******
**** Update from Expediting Team for ****
Part#68223771AE,Order# [redacted] OMC#26396341
DEALERS MUST CONTACT STAR
****** END OF SUPPORT ESCALATION ****** by T1095DG
**********96W PARTS STATUS UPDATE **********
CM dialed dealer, spoke to SM Bernie. CM adised SM that tech needs to contact STAR. SM states he will get with STAR. CM provided email for contact purposes. CM thanked SM. Ended call.
**********End of Status Update**********
**********96W PARTS STATUS UPDATE **********
CM dialed dealer , spoke to SM Bernie. CM advised Bernie I have not heard from anyone. SM Bernie states he will look into the concern.
**********End of Status Update**********
**********96W PARTS STATUS UPDATE **********
CM dialed dealer, spoke to SM Bernie. SM states they are still planning to replace the module, part#68223771AE. CM thanked SM. Ended call.
**********End of Status Update**********
Status update provided via email to the following email address:
[redacted], this is Franc with Chrysler and Jeep Parts Corporate.
We spoke a few days ago regarding your parts on order at Allen Mello.
Your parts will be available at the dealer soon; we expect ETA within the next week, but I will keep you updated of any changes.
If you have any repair related questions you may contact the dealer, likewise if you have any parts questions you may contact me by replying to this email or calling me direct at my number below.
I appreciate your patience.
Phone: 855-525-5085
EXT. 4720323
Office Hours: 8AM-4PM Monday-Friday
End of Status Update
Begin Customer Message reviewed:
I am not pleased with the extended period of time it has taken to obtain a warranty repair part for my new car. The Adaptive Cruise Control (ACC) / Forward Collision Warning system was one of the most important features when I considered purchasing a Jeep, and I m very disappointed with the fact that it has been malfunctioning since day 1, and also with the inability for Chrysler/Jeep to repair it in a reasonable amount of time.
Is Chrysler prepared to offer any kind of consideration for almost 3 months that I ve had to wait to have this feature repaired?
Respectfully,

Pat Shine
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]Franc with Chrysler and Jeep Parts Corporate.
I sincerely apologize for the concern you have had with the adaptive cruise control. Certainly, no one at Chrysler or Jeep wanted you to wait this long for a part, myself included we have been doing our very best to loosen up the backorder.
We can definitely discuss some form of compensation for the time you haven t been able to use that feature, and when your vehicle is 100% done and returned back to you, we can discuss this further. In the meantime, any questions please respond to my email or call me direct.
I appreciate your patience.
Phone: 855-525-5085
EXT. 4720323
Office Hours: 8AM-4PM Monday-Friday
End of Status Update
Status update provided via email to the following email address:
[redacted] this is Franc with Chrysler and Jeep Parts Corporate.
Your parts will be available at the dealer soon; I do not have an exact date for you yet but am tracking progress for you. If you have any repair related questions you may contact the dealer, likewise if you have any parts questions you may contact me by replying to this email or calling me direct at my number below.
I appreciate your patience.
Phone: 855-525-5085
EXT. 4720323
Office Hours: 8AM-4PM Monday-Friday
End of Status Update
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68223771AE,Order#[redacted],OMC#26396341
on 2014-05-05 @ 08:29
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68223771AE,Order#11MARS,OMC#26396341
Order has been superseded to PN 68223771AH. Order has been allocated to fill at Packaging facility. ETA to receive order is 2-3 business days.
****** END OF SUPPORT ESCALATION ****** by T3755BF
Delivered On:
Wednesday, 05/07/2014 at 8:52 A.M.
Left At:
Receiver
Signed By:
OTTMAN
**********96W PARTS STATUS UPDATE **********
CM dialed dealer, spoke to SM Bernie. Cm confirmed that part was received, SM states that he will call customer to make an appt. CM thanked SM. Ended call.
**********End of Status Update**********
**********96W PARTS STATUS UPDATE **********
CM dialed dealer, was put on hold for extended time.
**********End of Status Update**********
**********96W PARTS STATUS UPDATE **********
CM dialed dealer, spoke to SA Ryan. SA states SM is very busy , took message. CM provided contact#, extension. CM requested call back.
**********End of Status Update**********
**********96W PARTS STATUS UPDATE **********
CM dialed dealer, spoke to SA James. SA states repair shows completed and vehicle picked up. CM thanked SA. Ended call.
**********End of Status Update**********
**********96W PARTS STATUS UPDATE **********
CM dialed customer a[redacted], left message. CM advised calling to confirm repairs. CM provided contact # , extension. CM thanked customer.

Ended call.
**********End of Status Update**********
Status update provided via email to the following email address:
[redacted] is Franc with Chrysler and Jeep Parts Corporate.
I did get word from the dealer that your vehicle was repaired correctly,
I tried calling you at your phone number [redacted], I left a message
on 5-19. I just wanted to confirm everything is still good for you, and
also talk about what I can offer you about the inconvenience we had on
this repair for you. You can reply to this email if you wish, or call at
my number below. Either way works just as good. Hope all is well!
Phone: 855-525-5085
EXT. 4720323
Office Hours: 8AM-3:30 PM Monday-Friday
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.
**********96W PARTS UPDATE**********
Customer called and spoke to CM. Customer states he did not have time to
reach back to CM. CM confirmed all repairs. CM offered LOF 4 year plan as
previously discussed. Customer accepted. CM thanked customer. Ended call.
**********END OF UPDATE**********
The OMC: 26396341, Order: 11MARS for Part: 68223771AE for Dealer: 42174
has been resolved.
OMC# 26396341Order# 11MARS FOR PN: 68223771AE IS RESOLVED

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM5 | EC[redacted] | ***Open Date*** | 04/14/2014 | ***Built Date*** | 1 /06/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 11/25/2013 | ***Mileage*** | 2,000 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 23563 | JACK WOLF CHRY-JEEP INC | | | |
| ***Dealer Address*** | 1615 N. STATE STREET | | | | |
| ***Dealer City*** | BELVIDERE | ***Dealer State*** | IL | ***Dealer Zip*** | 61008 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | MINERAL POINT W[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | Cruise control turned off |
| Product - Electrical - Lamps and Switches - Other - Default | Normal characteristic of moisture in headlights. |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - Survey By-Pass - No Repair - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer called to state he is having problems again with his vehicle. Customer called while driving, the cruise turned off and a yellow light came on stating Cruise not available, Need to service 4 wheel drive and a bell was going off. Customer states he is still driving the vehicle with the yellow light on, agent advised him he should go to a dealership and he said he has to work tomorrow and he will not be going tomorrow. Agent advised him I was going to get someone from ECS to call him and follow up with him. Customer is not very happy.
Briefly summarize what the customer is expecting: Seeking help with vehicle
Reassigned to 88W
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted], Customer hears a ringing sound and then the Service 4 wheel drive, Cruise control turned off, and forwards collision warning.
Mileage: 5500. If Customer needs to bring in vehicle for diagnosis writer will setup an appointment with dealership 23563 for 4/17/2014 in between 9-10 am to have customer drop off vehicle and have rental available for customer.
Writer contacted dealership 23563 at phone # 815-544-9211 and spoke with SA Chad and SA Chad Spoke with enterprise and will be able to setup a rental vehicle for customer and appointment to be on 4/17/2014 between 9-10 am. Writer will inform customer.

Writer contacted customer at phone # 6[redacted]1 and writer informed of lines 22-25 to customer.
Writer contacted dealership 23563 at phone # 815-544-9211 and spoke with SA Chad and confirmed customer has not dropped off vehicle yet.
Writer contacted customer at phone # 6[redacted] and confirmed customer is on way to appointment and writer informed customer that dealership will do a diagnosis and once completed writer will escalate to TS to better assist in getting this resolved for customer.
Writer took call from SM/ Chad who advised there was a small amount of water in the DEF connector, SM is seeking authorization to clean and put protectant seal on the connector. Will drive vehicle a few more times and then call CA for approval to release the vehicle. Provided the approval and added DM notes.
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. DM Notes have been entered into GCS indicating Customer Care approval. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
SA Chad left message informing writer that repair completed and released to customer.
Writer contacted customer at phone #[redacted] Writer is contacting customer to verify repairs and to contact writer back at phone # 1-800-763-8422 Ext 66384.
Writer contacted customer at phone #[redacted], Writer is contacting customer to verify repairs and customer doesn t trust repairs are completed and wants 6 thousand dollars writer informed 3 vehicle payment and a service contract were offered to be put on vehicle. Vehicle is a diesel vehicle. Customer wants a better offer. Writer will look into situation and get back with customer.
Writer will follow up with customer on 4/25/2014.
Writer contacted customer at phone # 6[redacted], custoemr offered a 6yr 100,000 mi and declined and customer wants more then 3 vehicle payments that customer has been offered writer will look into option but makes no guarantees and will follow up on 4/29/2014.
Writer contacted customer at phone #[redacted], Customer will not accept offer of 3 vehicle payments and customer feels that $6000 or dealership offering customer a $50,000 trade in value on customers vehicle is a reasonable expectation. Customer doesn t want to accept the 3 vehicle payments.
Writer contacted customer at phone # 6[redacted], and informed same offer writer informed need to have vehicle brought in for diagnosis for the moisture issue in the headlights and customer stated it has been brought in and dealership knows the issue and will not bring it in again and to contact back once writer finds a resolution for the headlights.
If contacted back per lines 381-383 on case #[redacted] it is a normal characteristic of the vehicle to have moisture in the headlight. If customer thinks the moisture in the headlight is too excessive to contact dealership and setup an appointment.
Writer contacted dealership 23563 at phone # 815-544-9211 and spoke with SM Chad and verified that no appointment has been setup by customer. Writer informed of the headlights and customer having a complaint about moisture in the headlights.
Writer contacted customer at phone #[redacted] Left Message informing of per lines 381-383 on case #[redacted] a normal characteristic of the vehicle to have moisture in the headlight. Writer also informed that offers made remain the same and to contact writer back if needing to at phone # 1-800-763-8422 Ext 66384.
Writer contacted customer at phone #[redacted]1 and was informed that customer will contact writer back since customer is and work and writer informed would wait for customers call back.
Caller SPORLErequesting to speak with Case Manager.
transferred to nic DJ464

Customer was transferred to writer by BA186 and Writer informed customer that write is willing to do 3 car payments and the consumer convince package SC. So customer countered with 4 car payments and the consumer convince package SC and customer would be done with this.
Writer contacted customer at phone # [redacted] left message looked into situation and to contact back when able to at phone # 1-800-763-8422 Ext 66384.
Custome left messge for writer asking to be contacted back.
Writer contacted customer at phone # 6[redacted], and Writer informed customer that writer is willing to do 3 car payments and the consumer convenience package SC. Customer is upset at the fact that writer has only been offering 3 vehicle payments and the consumer convenience package SC. Customer does not want to speak to writer anymore and thinks writer is not helping customer anymore. Customer does not want to speak to the supervisor today because the customer does not have time and wants to be contacted back tomorrow. Writer will inform supervisor.
********** Supervisor Call**********
Writer contacted customer at phone # [redacted] Left a message with JP1353 contact information and a follow up later in the day will be made.
********** Supervisor Call**********
Writer contacted customer at phone # [redacted] 1 Customer is demanding at least 4 payments and a MVP. Customer is saying he was with out his vehicle for a total of 8 days. Customer is not willing to hear about a MVP as he does not plan on keeping the vehicle past a year. CA is only able to offer reimbursement of 3 vehicle payments. Customer is very upset and frustrated and was using vulgar words. Ca jp1353 stated the offer will be good for 30days and if the vehicle is not repaired like customer is stating the vehicle needs to go back to a dealership for repair. Customer said a few more vulgar words and said he did not want to speak with Derek again and unless jp1353 could get someone who was willing to give him what he is asking for he does not wish to be contacted back.
Writer contacted dealership 23563 at phone # 815-544-9211 and spoke with SA Joe and was informed no appointment with dealership and customer has not come into the dealership.
CLOSED LOOP UPDATE - no need for additional follow-up.
[redacted] called, requesting his Customer Advocate. Transferred customer to DJ464 at ext 66384.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG2 | EC[redacted] | ***Open Date*** | 04/15/2014 | ***Built Date*** | 05/25/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/14/2013 | ***Mileage*** | 25,547 | ***Dealer Zone*** | 74 | DENVER | |
| ***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*** | 26519 | PRO CHRYSLER JEEP | | | |
| ***Dealer Address*** | 1800 WEST 104TH AVE | | | | |
| ***Dealer City*** | THORNTON | ***Dealer State*** | CO | ***Dealer Zip*** | 0234 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | WHITMORE LAKE MI [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Defective - Default | Adaptive cruise control sensor requires replacement. |
| Product - Body / Trim / Paint Finish - Unknown - Noisy - Unknown | Noise from rear hatch area. |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

VIN: EC189484
Dealer code: 26519
POC Name and position: Kevin/SA
Current mileage: 19,140
Customer concern: 1) Adaptive cruise control inoperative. 2) Noise from rear of vehicle.
Dealer diagnosis: Dealer recommending adaptive cruise control sensor be replaced. Dealer unable to duplicate noise from rear of the vehicle. Customer drove with dealer and was unable to duplicate it during test drive as well.
Recommended repairs: Dealer recommending adaptive cruise control sensor be replaced.
Is the customer in a rental: No. Vehicle was with dealership on 4/1 through 4/7. Customer has vehicle back, but dealership needs assistance with having part expedited to them.
Customer name: Mark Asmar
All customer contact numbers: [redacted]
Best time of day for contact: N/A
P/N: 68109355AF
Order #: EE0402
Writer requested order be upgraded to Special Handling, and that ECS would reach out to customer as well.
* * * * * Enhanced Customer Satisfaction Team (ECS) * * * * * *
Vehicle still under manufacture warranty
Customer owned 1 vehicle, 1 New, 0 Used
and 1 current, original owner

No additional vehicles in household
Service Contract: RHTW7N Active
Status update provided via email to the following email address:
[redacted]
Hello, Ms. [redacted]
My name is Jessica from Jeep Enhanced Customer Satisfaction Team and I have been assigned as your Customer Advocate.
Here is some information that will be helpful for you to have.
CAIR# [redacted]
Enhanced Customer Satisfaction telephone number 1-800-763-8422
My extension is 66391.
My work hours are 9:00am-8:00pmMST (Monday Wednesday) 9:00am-5:30pm (Thursday)
I will contact you later today to review your case with you.
Thank you
End of Status Update
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68109355AF,Order#EE0402,OMC#26542743
on 2014-04-15 @ 13:51
**********96W PARTS STATUS UPDATE **********
part#68109355AF shipped on 4-15 eta is 3 business days to dealer
**********End of Status Update**********
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].
CA spoke with customer advising him that CA got his case and wanted to make aware that the parts that was order has been put on back order. CA made customer aware that parts will be expedited and track. Customer agreed but is very frustrated going back and forth with dealership. Customer states he appreciate everything ECS agents have done but does not want rental or anything else but wants his vehicle to be fixed. CA understood customer frustration but made customer aware if he can give CA a chance to track parts and contact customer with any updates. Customer appreciate CA information, CA made customer aware that CA will follow up if any updates are available.
2nd attempt made to contact customer [redacted].
CA advised customer from line 48 about parts but made customer aware it may be coming in late Saturday. Customer understood and thanked CA for following up stated to CA that s what he wanted results. CA advised customer CA will follow up Monday customer agreed.
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68109355AF,Order#EE0402,OMC#26542743
Part shipped to dealer from Facing PDC on 4/17/14.
****** END OF SUPPORT ESCALATION ****** by T3755BF
OMC# 26542743Order# [redacted] FOR PN: 68109355AF IS RESOLVED
26519 PRO CJDR dialed 303-469-1931.
SA Kevin states vehicle is repaired as of Friday customer had picked up his vehicle that day when they installed the adaptive cruise control. SA customer was going on a trip so he needed vehicle back, SA also states they were unable to duplicate the noise in rear end of vehicle. SA states part came in late Thursday or early Friday morning but SA will give customer a call back in a few days or up to a week to see how repairs are doing. SA thinks customer might return from his trip.
3rd attempt made to contact customer [redacted]
Left message that the next attempt will be made 04/24/14.
4th attempt made to contact customer [redacted].
Customer states dealer took care of one repair but there is still one concern with vehicle that has not been resolved. Customer states he hears a noise coming from the rear end of vehicle inside. Customer states noise sounds like rain hitting the vehicle but every time vehicle goes into dealer they are unable to duplicate noise. CA understood asked customer when he will return customer states he will try to drop vehicle off Monday due to customer is going on a trip. CA suggested customer to contact dealer to make an appointment so that way he can drop of his vehicle and CA can work with dealer. Customer agreed CA offered to follow

up Monday to make sure if he had dropped of his vehicle.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-04-28 @ 11:41
26519 PRO CJDR dialed 303-469-1931.
SA Louis states vehice is there but has not been looked at yet but thinks it will be later today. SA states SA Kevin is there CA advised SA if he could inform SA Kevin once diagonsis has been completed to contact TS. SA states he wants to verify if SA has TS contact info.
5th attempt made to contact customer [redacted]
CA spoke with customer advising him that CA confirmed with dealer his vehicle is there but they have not started the diagnosis. CA advised customer once dealer starts diagnosis CA had already contact TS to follow up with dealer SA. Customer understood asked what concerns CA advised customer of the noise coming inside of vehicle that sounds like rain hitting the hood of vehicle. CA asked if there was a certain mileage when the sound occurs customer stated that sounds is there you just have to hear it. Customer agreed and states he will be out of town until Thursday 05/01/14. CA advised customer if CA has any updated info from dealer CA will follow up with customer.
Kevin, SA, called to speak to CA. Writer transferred to extension 66391.
SA Kevin called back regards to customer concerns with vehicle, SA states the tech did diagnosis and found noise coming from rear of vehicle. SA states they were able to find rear spoiler to be lose, noise coming from rear gate hatches and license plate was making rattling noise as well. CA advised SA that CA had contacted TS to get in contact with them to see what TS suggests as well.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer received a call from SA Kevin who states they got authorization from us to complete repairs but now the claim is being rejected. Writer advised SA that TS CWC22 will enter the notes into the system once everything is completed on the vehicle so they get paid.
CAIR ESCALATION UPDATE
SEE STAR CASE# 6[redacted] FOR INFORMATION
26519 PRO CJDR dialed 303-469-1931.
SA Kevin was not available CA left message and made SA aware that customer stated he would be picking up his vehicle if needed CA can approve rental.
26519 PRO CJDR dialed 303-469-1931.
SA Kevin states customer is still in MI but states at this point they were advised to drop the head liner and found issue with hinge with vehicle. SA states but the TS have been working with Tech at dealership.
2047 extension for Kevin.
CAIR ESCALATION UPDATE
SEE STAR CASE# 61204838 FOR INFORMATION
Contacted customer dialed [redacted].
Left message that the next attempt will be made 05/06/14.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
26519 PRO CJDR dialed 303-469-1931.
SA Kevin states repairs are done customer picked up vehicle yesterday.
Contacted customer dialed [redacted]
Customer states so far so good with repairs but with the inconvenience that he went through he feels that he should get something back. CA understood advised customer that CA can look into a SC for his vehicle. Customer states he has a SC for electrical and wants to know if he can get that extended CA understood CA will review what SC will merit his vehicle customer agreed. Customer states that he has had the best customer service CA thanked customer. CA made customer aware that CA will follow up customer later this week.
Contacted customer dialed [redacted].

CA spoke with customer advising customer of the SC HAT TRICK 5/70 MAXIMUM CARE. CA explained that SC for customer vehicle and customer asked what is the catch CA advised customer it is for him with no charge from him. Customer accepted offered and states CA has been helpful CA thanked customer. CA advised customer once SC has been added CA will update customer agreed and verified his addressed.
[redacted],
WHITMORE LAKE , MI-[redacted]
HTM570N
HTM570N Contract created. Contract number is [redacted]
Contacted customer dialed [redacted].
CA advised customer of the SC being added to customer vehicle, Customer asked about SC oil changes CA advised customer that SC comes with 20 Vehicle Lube, Oil and Oil Filter Changes covering up to FIVE years of ownership. Customer thanked CA and stated he like CA, CA thanked customer and advised customer due to vehicle being repaired and SC being added. CA hopes CA meet customer expectations and if he felt comfortable with case being closed customer agreed.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT5 | EC[redacted] | ***Open Date*** | 04/16/2014 | ***Built Date*** | 03/01/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 03/01/2014 | ***Mileage*** | 20 | ***Dealer Zone*** | 70 | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 67847 | DWAYNE LANE'S CHRYSLER JEEP INC | | | |
| ***Dealer Address*** | 10515 EVERGREEN WAY | | | | |
| ***Dealer City*** | EVERETT | ***Dealer State*** | WA | ***Dealer Zip*** | 8204 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | MARYSVILLE WA [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Trip Computer / EVIC - Other - Default | Forward collision warning system issue |
| Corporate - Hard Copy Manual Order - Default - Default - Default | Owner manual request |
| Corporate - NHTSA - Inquiry - Default - Default | P14 information request |
| Corporate - Recall - Default - Default - Default | P14 information request |

An order for printed owner materials has been placed with our fulfillment house
The following items have been selected:
Warranty
Uconnect 8.4A/8.4AN Owner s Ma
Owner s Manual
Briefly summarize why the customer is contacting Chrysler: Customer states that his forward collision warning braking system did not function when a vehicle had cut him off yesterday. Customer states that he is unsure if it is an issue or if he is setting it up wrong. Customer further inquired about P14 recall and wanted to know if it could account for the brakes on the vehicle. Customer further made request for owners manuals.
Briefly summarize what the customer is expecting: Customer is expecting product information and owner manuals.
Agent informed customer of the forward collision warning system is dictated by on off switch for the vehicle and that it would automatically apply brakes when the vehicle would sense a possible collision and that if he feels that the feature is not working that he would need to inquire further with dealership to ensure that there is no issue with this system as it would be dangerous to test. Agent informed customer that his vehicle may possibly be recalled under P14 and that he would ensure customer obtains updates for recalls. Agent informed that owner manual would arrive within 7-10 business days via ups.
The part required to provide a permanent remedy for recall P14 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 3[redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: XXXXX@XXXXX.com
Reassigned to 961
No VIN information per COIN - no ownership information per VIP.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBM6 | EC[redacted] | ***Open Date*** | 04/22/2014 | ***Built Date*** | 03/15/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/07/2014 | ***Mileage*** | 500 | ***Dealer Zone*** | 74 | DENVER | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 68250 | GO CHRYSLER JEEP SOUTH BROADWAY | | | |
| ***Dealer Address*** | 5445 SOUTH BROADWAY | | | | |
| ***Dealer City*** | LITTLETON | ***Dealer State*** | CO | ***Dealer Zip*** | 0121 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | HIGHLANDS RANCH CO[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Hard Copy Manual Order - Default - Default - Default | ordered |

An order for printed owner materials has been placed with our fulfillment house
The following items have been selected:
Warranty
Uconnect 8.4A/8.4AN Owner s Ma
Owner s Manual
Customer was seeking information. Grand Cherokee sticker states that it has Forward Collision Warning. Customer states he bought the Cherokee and this also has this. The customer states with the Cherokee if beeps and warns him that he is getting close to the end. The customer states that this vehicle does not beep or let him know that he is getting close to anything when he uses the vehicle.
Agent read information from manual on FCW
To turn the FCW system OFF, press the forward collision button once to turn the system OFF (led turns on).
To turn the FCW system back ON, press the forward collision button again to turn the system ON (led turns off).
Changing the FCW status to “Off” prevents the system from warning you of a possible collision with the vehicle in front of you.
Changing the Active Braking status to “Off” prevents the system from providing limited autonomous braking, or additional brake support if the driver is not braking adequately in the event of a potential frontal collision
The customer has not spoke to the dealership about this.
Agent provided informtion from the manual on FCW from the manual for customer.
Customer was asking about the complet list of voice commands

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJECT0 | EC2[redacted] | **Open Date** | 04/22/2014 | **Built Date** | 06/04/2013 | |
| **Model Year** | 2014 | **Body** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| **In Service Dt** | 07/18/2013 | **Mileage** | 8,600 | **Dealer Zone** | 66 | ORLANDO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PBU | TRUE BLUE PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 42243 | DAYTONA DODGE CHRYSLER | | | |
| **Dealer Address** | 1450 NORTH TOMOKA FARMS ROAD | | | | |
| **Dealer City** | DAYTONA BEACH | **Dealer State** | FL | **Dealer Zip** | 32114 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | 5[redacted] | **Home Phone** | [redacted] |
| | PALM COAST FL [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Unknown - Unknown - Accident - Default | Mrs. Baker rear ended another vehicle |
| Dealer - By-Pass - Default - Default - Default | forward collision warning |
| Product - Electrical - Electronic Stability Program - Defective - Default | forward collision warning |

1. Who is calling and what is their contact information? [redacted]
[redacted]
Preferred [redacted]
Alternate:
2. What happened?Mrs [redacted] r was driving vehicle, red light and Mrs [redacted] rear ended vehicle in front. Customers vehicle has damage to front bumper, and recalibrate electric will have to be completed. Customer states system which measures area, did not go off, no warning signals. Accident happened last week.
3. What is the current location of the vehicle?DAYTONA DODGE CHRYSLER JEEP, Body Shop attached.
Reassigned 82S
VEHICLE IS LOCATED AT:
DAYTONA DODGE CHRYSLER JEEP CJDTR
1450 N TOMOKA FARMS RD DAYTONA BEACH FL 32124 386-274-0571
**********
Per OGC Matrix, reassigned to 82T.
4/23/14 ASSIGNED TO TNT16. PAG
CAIR NUMBER 24918762 REQUEST EAA INSPECTION 04-23-2014 11:59
CAIR NUMBER[redacted] E-MAIL SENT TO EAA 04-23-2014 11:59
CCRG Open Date: 04/23/2014 08:00:09
Letter Sent: Acknowledgement 04/24/2014 08:12:28
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/01/14 AT 11:47:56 [redacted]
Letter Sent: Denial 05/05/2014

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM8 | EC4[redacted] | ***Open Date*** | 04/24/2014 | ***Built Date*** | 01/04/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 02/10/2014 | ***Mileage*** | 10,199 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 62410 | CLARK CHRYSLER JEEP DODGE | | | |
| ***Dealer Address*** | 175 PELHAM STREET | | | | |
| ***Dealer City*** | METHUEN | ***Dealer State*** | MA | ***Dealer Zip*** | 01844 |

| | | | |
|---|---|---|---|
| ***Owner*** | BANK , AMERICAN | ***Contact Type*** | TELEPHONE |
| ***Address*** | 21 QUIMBY RD | ***Home Phone*** | (978) 975-1850 |
| | MEREDITH NH 03253-6742 | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | Adaptive Cruise Control need callibration |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | Needs assistance diagnosing |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Product - Electrical - uConnect Cellular System - Phone pairing issues - Default | |
| Product - Electrical - uConnect Cellular System - SiriusXM Issues - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Dealer code: 62410
POC Name and position: SM Brian
POC number: 978-683-8775
Current mileage: 9141
Customer concern: 1) Radio goes out when on Navigation, 2) Radio quits and the phone stops working, 3) Adaptive cruise control not working properly.
Dealer diagnosis: Needs assistance diagnosis with the radio and Adaptive cruise control needs calibration.
Recommended repairs: Adaptive cruise control needs calibration.
Is the customer in a rental: Yes
Is the customer waiting: No
Customer name: AMERICAN BANK Note, Carl
All customer contact numbers: 9[redacted]6(Primary), 978-975-1800
Best time of day for contact: anytime during the day.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-04-24 @ 15:31
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 978-302-6256.

Writer contacted customer. Writer advised customer I have sent the case up for the TS to work with the dealership and get the issues resolved. Writer provide contact information.
Writer received message from customer [redacted] would like a call back at [redacted].
Writer contacted customer. Customer wants to know how long he has to deal with this. Writer advised customer that we have sent case up to get the TS involved so that we can get this resolved for him. Customer states the dealership said that the unit needs to be changed out. Customer states he wants this authorize so he can just get it done. Writer advised customer that if the TS determines that is what needs to happen then it would be authorize.
Writer received inbound call SM Brian stating he has not been contacted by the TS. Writer chatted TS and was advised the case should be working it later. Writer offered to pay for a comparable vehicle for the customer. SM Brian states he will see what customer would like to do.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Attempt made to contact customer. Writer dailed incorrect number and person on the phone could not hear writer.
Writer contacted customer and advised that it has been authorize to replace the unit. Writer advised customer once I have a update on the ETA of the parts I will do another follow up with him.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted dealership spoke to SM Brian which states customer came in today and had the repairs done.
Writer contacted customer. Customer states that they are still waiting on a front sensor. Customer also asked if a SC can be put on the vehicle for the inconvenient he has had. Writer advised customer I would research that and also would contact the dealership and get the ETA for the parts. Next follow up no later than 5/5/2014.
Writer contacted dealership spoke to SM Brian which states that he does not believe we are waiting on any parts. SM Brian states he will do a follow up with the customer.
Writer contacted customer. Customer states that he has spoken to the dealership and they are having him bring the vehicle in again this week to look to see if he needs that part. Writer offer SC for 5/100 customer decline that one and wanted one that was 10 years. Writer advised customer that we do not have a 10 year one but I can offer a (WM7100N). Customer accepted. Writer advised customer I would do another follow up no later then 5/8 to see if he has gone in yet.
WM7100N Contract created. Contract number is [redacted] 5.
SM Brian calling to speak with someone about customer vehicle is back in with radio issue and previous tech case was closed out. Writer transferred call to speak with another CA ext 66314.
Writer took call from SA Brian. SA states that customer dropped off vehicle. SA confirms that customer was placed in a rental. SA states that complaints are phone not staying paired since radio was replaced last week, radio goes into acquiring signal for satellite radio. SA states that customer states adaptive cruise control is not working. SA states that last visit they did a quick learn on the cruise control and it was working. SA has not yet diagnosed. Writer requested SA diagnose and call back with needed repair information.
Writer received message from SA Brian that he needs assist on the diagnosis and he has a lot of stored code and some pending codes.
Dealer code: 62410
POC Name and position: SM Brian
POC number: 978-683-8775
POC e-mail:
Current mileage: 10199
Customer concern: phone does not stay paired with vehicle every time it is shut off. Satellite signal is weak. Adaptive cursive is not working.
Dealer diagnosis: Needs assist on diagnosis
Recommended repairs: Nothing yet
Is the customer in a rental? No

Is the customer waiting? Yes
Customer name: AMERICAN BANK
Customer contact: [redacted] (Primary), 978-975-1800
Writer advised dealership that they can do the recalls and RRT but do not do any other repairs until the TS contacts them.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-05-07 @ 13:34
Writer contacted dealership spoke to SM Brian which states that he has a lot of code that are stored and pending but nothing active. Writer advised SM Brian I would send the case put to the TS and they will be contacting him.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer received message from customer that he is wanting to know of a update.
Writer contacted dealership spoke to SM Brian which states that they have spoke to the TS. Dealership states that they email some information to the TS and have not heard back yet on that. SM Brian states that if customer would like a bigger vehicle he can get him in one. Writer advised SM Brian I would do another follow up with the customer and let him know.
Writer contacted customer. Writer advised customer that the TS is working with the dealership to get the issue resolved. Writer advised customer I would contact the SM Brain to let him know we need a bigger vehicle. Writer advised customer once there is a update I will do another follow up with him.
Writer contacted dealership spoke to SM Brian which states they are working on getting customer into a bigger vehicle.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted dealership spoke to service department which states that customer is in a bigger vehicle and Kenny states he is going to road test vehicle again. Kenny states after he does that he will contact the TS back with a update.
Writer contacted customer. Customer states that they did get them into a bigger vehicle. Writer advised customer that the TS is working with the dealership to resolve the issue. Customer asked about the SC writer will email the website for him to review.
Customer email: carl@pure1.com
Status update provided via email to the following email address: carl@pure1.com
Here is that website for the service contract.
http://www.moparvehicleprotection.com/
End of Status Update
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Was the customer in a rental? If yes, how many days? Yes
Did the customer have a co-pay? If yes, how much? No
What is the RO #? 86015
Does the SM have the CAIR #? If no, provide it. No provided it.
Review and Confirm the DM Notes with the SM while on the phone. Done
Does the SM have everything needed from Customer Care to process the claim? Yes
Writer contacted dealership which states that the vehicle has been repaired and returned back to the customer.
Status update provided via email to the following email address: carl@pure1.com
Here is that website to check your phones.
http://chrysler.servigistics.com/query.action?region=NAFTA&country=US&request_locale=en&brand=jeep
End of Status Update
Writer contacted customer. Customer states that he picked up the vehicle but has not been able to test the vehicle. Customer states he is still

having an issue with the phones staying paired. Writer advised customer of the website to check that information on the phones. Writer will do another follow up on 5/16 to confirm the repairs.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66301. The reason for the customer contact was to provide or request the following information: Calling to confirm the repairs and the case will close in 2 days.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT0[redacted] | | ***Open Date*** | 04/25/2014 | ***Built Date*** | 0 /10/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 09/16/2013 | ***Mileage*** | 11,814 | ***Dealer Zone*** | 74 | DENVER | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 62082 | FURY MOTORS INC | | | |
| ***Dealer Address*** | 1000 CONCORD ST S | | | | |
| ***Dealer City*** | SOUTH ST PAUL | ***Dealer State*** | MN | ***D aler Zip*** | 55075 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | LAKEVILLE MN [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Navigation System - Intermittent/Cuts In and Out - Default | Customer complaint about navigation system |
| Product - Electrical - Cruise Control - Other - Default | Customer concerns about speed limit warning and cruise control |
| Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front | Front wipers |
| Product - Body / Trim / Paint Finish - Exterior Styling/Appearance - Other - Unknown | Passenger Mirror chrome |
| Corporate - E-Reimbursement - Default - Default - Default | Reimbursement for one vehicle payment |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Passenger external mirror chrome is cracking.
Briefly summarize what the customer is expecting:
Mirror needs replacing. Part needs to be replaced.
****End structured narrative T2 - Beginning Narrative
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Front windshield wipers does not spray well.
Briefly summarize what the customer is expecting:
dealer has received part for front wipers to repair wipers.
****End structured narrative T2 - Beginning Narrative
Dealer code: 62082
POC Name and position: SA Chris
POC number: 651-251-8255
POC e-mail:ccramer@furymotors.com
Current mileage: 11814
Customer concern: Passenger Mirror cracked. Windshield wipers
Dealer diagnosis: replace the mirror
Recommended repairs: replace mirror and replace washer hose reservoir
Is the customer in a rental: yes

Is the customer waiting: no
Customer name: Trey Fortner
All customer contact numbers: [redacted]
Best time of day for contact: anytime
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Writer contacted dealer 62082 Dealer Name : FURY MOTORS INC Dealer Phone : 651-451-1313 and requested to speak to SA Chris. Left VM requesting call back.
Writer received a call from SA Chris, transferred to EXT 66244.
SA Chris returned writers call and advised that washer hose crimp in one of the lines was the problem and a connector was added and it is working properly. Hoses that were ordered were the wrong hoses. SA stated that mirror is being replaced. Pricing - Parts 842.00 Mirror .35 crimp Labor Mirror 31.46 and Hoses 157.32. Mirror - part 68110612AB is on order and should be in 04.29.2014 or 04.30.2014. Writer will email SA for update about status of part. SA advised that customer may want to pick up the vehicle while the part is on order but inquired if customer would like to stay in rental if that would be approved. Writer advised that if customer would like to stay in rental, that is would be approved.
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. DM Notes have been entered into GCS indicating Customer Care approval. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########################################
REASSIGNED TO BC/DLR 74 62082 04/25/14 12:46 O[redacted]
[redacted]tatus update provided via email to the following email address:
[redacted]
My name is Leslee and I have been assigned as your Customer Advocate. Here is some information that will be helpful for you to have:
Enhanced Customer Satisfaction telephone Number: 800-763-8422 my direct extension: 66244 Your Case # 2[redacted]
My work hours: 9 AM till 3 PM Eastern Standard Time. Monday-Friday.
Our technical specialists will be working closely with your service personnel, once your vehicle has been brought to your dealership. A rental vehicle is available for use while your vehicle is being serviced, should you need it. I will be providing status updates and addressing any other questions you may have. Please do not hesitate to contact me if you need anything.
In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 66244.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]1. Left message. Next contact attempt on 04.30.2014.
SA advised that he will email order # as he did not have it at time of call. Writer also verified mileage.
Email from SA Chris 0rder# [redacted]
.
Part scheduled for delivery by end of day 04.29.2014 per UPS tracking.
Writer left VM for SA Chris 651-251-8255 inquiring about status of part and update on repair.
2nd attempt made to contact customer at [redacted]. Left message. Make next contact attempt no latter than 05.05.2014.
Writer attempted to contact SA Chris at 651-251-8255. Left VM requesting call back.
SA Chris returned writers call and advised that part is in and customer has been contacted. SA also stated that the uConnect concern is a compatibility concern and advised that they are working on a Flash update. Writer advised that writer will contact customer and attempt to set up appointment for mirror. Writer also let SA that writer approves mirror but would need pricing.
Customer radio 8.4AN.

Customer left VM requesting call back. Left VM at [redacted]. Customer had concerns in VM about having difference CM s. Writer left in message that customer has had other CMs with other cases that are now closed but that this case is open and writer is his CM. Next customer contact attempt on 05.02.2014. Writer also advised that part is in at dealership. Writer attempted contact SA Chris at and left VM. Writer also spoke with SA Nate who advised that customer has rescheduled appointment to 05.06.2014.
Status update provided via email to the following email address: [redacted] m
Thank you for working with the Jeep Enhanced Customer Satisfaction program concerning your case [redacted] I contacted the dealership and was advised that you have rescheduled your appointment for 05.06.2014. I will follow up with you 2 days after your repair so you can drive your vehicle. I will contact you on 05.08.2014 to be sure you were satisfied with the repair. Thank you again for working with Jeep Enhanced Customer Satisfaction.
End of Status Update
Vehicle is at the dealership - FURY MOTORS INC (62082)
Update triggered by S91122I
Writer spoke to Chris/SA. Parts are on hand and ready to be installed. Dealer also stated there are 3 flash updates that need to be completed. Each flash update cost is $20.98. Flash updates = PCM, HVAC and AMP. Writer attempted contact SA Chris at 651-251-8255 - left VM requesting call back to review repair and complete Dealer closed loop paragraph. Writer also advised that case is being sent over to the dealership.
REASSIGNED TO BC/DLR 74 62082 05/07/14 10:50 O [redacted]
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the
limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital
Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.
##########################################
Writer left VM at 651-251-8255 for SA Chris to answer dealer closed loop questions. Writer sent questions to SA by email.
Writer contacted customer at [redacted] Customer stated that the phone should be compatible and he is is not satisfied with the navigation system as it gives him unsatisfactory istructions to get to his destination and that he can get to the destination is much easier way. Customer is comparing system to other systems. Customer indicated that he is testing shortest route and other options in the system. Customer also advised the the vehicle speed limit over reminder is not working and gives warning incorrectly. Customer has turned it off. Customer stated that cruise control brake message is going off with no one in front of him and vehicle also brakes. Writer will review moving forward on these issues but to move forward a diagnosis would need to be completed. Writer also will send email to customer to reimburse for vehicle payment (530.00) to compensate customer for his inconvenience. Customer purchased SC to protect himself for repairs already. Customer stated that mirror has been repaired but he is concerned about the defroster working. Writer advised that when the weather gets cold again, if it is not working, we will be able to look into repairing as vehicle is part of ECS and in warranty. Writer will send email for reimbursement and also with case contact information as customer was not sure that he had received previous emails. Writer verified customer contact information.

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-05-08 @ 12:59
Status update provided via email to the following email address:
[redacted]
Thank you for working with Jeep enhanced customer care. I have been assigned as your case manager. This email is confirmation that your case, [redacted] was successfully escalated to me.
My office hours are 7:00 AM 1:00 PM (Mountain Time). My contact information is 800.763.8422 EXT 66244.
I sent you the link that we discussed in our phone conversation and I will contact you again on 05.13.2014.
Thank you for working Jeep enhanced customer service.
End of Status Update
***** Customer Document Received *****
Writer attempted to contact SA Chris at 651-251-8255. Writer left VM with customer concerns (lines 133-151). Writer requested call back to review concerns and inquire if update would take care of any of his concerns.
05/09/14 Spoke with the Service Manager (Dwight). Customers vehicle has been repaired and is currently operating as designed. Navigation system is operating as designed. Transmission is operating as designed. Speedometer issues are caused by the oversize tires that the customer purchased and requested to be installed. Area Manager recommends that call center proceed with caution with this customer going forward.
Customer appears to be experiencing 'buyers remourse.' Closing CAIR./ajb2
Writer attempted to contact SA Chris at 651-251-8255. Left VM requesting follow up call about customer concerns and lines 173-179.
Writer attempted to contact SA Chris at 651-251-8255 and left VM. Writer also tried to make contact at 651-451-1313. Writer unable to make contact.
Status update provided via email to the following email address:
[redacted]
Thank you for working with Jeep enhanced customer satisfaction concerning your case [redacted]. I am researching your concerns and need some additional time to gather information. I will contact you again no latter than 05.16.2014 to review your concerns. Thank you again for working with Jeep.
End of Status Update
SA Chris returned writer call. Writer attempted to call him back at 651-251-8255. Left VM.
SA reviewed that Speed limit reminder concern is related to oversized tires.
Problem with cruise control brake message is going off with no one in front of him and braking but has not been duplicated. Mirror is main concern that has been repaired. Writer advised that it appeared to be a rock chip but was replaced. Writer will review and email SA.
Writer contacted customer at [redacted] Writer reviewed that customer concerns about navigation system will be noted. Customer stated that he would like Jeep to know that system needs improvement as directions do not provide the best route to the destination. Writer also reviewed with customer that due to the oversized tires that speed limit warning will not work correctly. Customer also advised that problem with cruise control and braking was not duplicated. Writer advised customer that as a one time courtesy and to thank him for his feedback about the cruise control and speed limit warning concerns not being able to be adjusted for changes in tires, writer is reimbursing him for one vehicle payment. Customer stated that his questions have been addressed and gave permission for case to be closed. Writer will process check and it will arrive in 7 to 10 business days.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Compensation for inconvenience and issues with navigation system and speed limit sensor
If this is a Recall or Extended Warranty, enter the campaign number.
no
If this is for a previously made goodwill decision, what is that CAIR #?

no
Enter the Mileage at the time of the repair.
11814
Enter the Date when the repairs were completed.
N/A
What is the total cost of the Parts to be reimbursed?
N/A
What is the total cost of the Labor to be reimbursed?
N/A
What is the total Tax to be reimbursed?
N/A
What is the total amount being reimbursed?
519.20
****End structured narrative T2 - eReimbursement
Customer Document Reviewed.
Check has been approved
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG6 | EC3[redacted] | **Open Date** | 04/28/2014 | **Built Date** | 12/13/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 01/06/2014 | **Mileage** | 1,750 | **Dealer Zone** | 74 | DENVER | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 38999 | ADAMSON MOTORS INC | | | |
| **Dealer Address** | 4800 HIGHWAY 52 NORTH | | | | |
| **Dealer City** | ROCHESTER | **Dealer State** | MN | **Dealer Zip** | 55901 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | 2[redacted] | **Home Phone** | [redacted] |
| | ROCHESTER MN [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default | Service adaptive cruise |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - Survey By-Pass - No Response - Default - Default | |
| Product - Electrical - Electronic Stability Program - Defective - Default | |
| Product - Electrical - Reverse Camera - Intermittent or Inoperative - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Dealer code: 38999
POC Name and position: Dave, SA
POC number: 507-252-2347
POC e-mail: N/A
Current mileage: 1614
Customer concern: The 2 lines on the backup camera will intermittenly not come on. Service warning message for the air right and the adaptive cruise. The skid light willl intermittenly come on.
Dealer diagnosis: Yes
Recommended repairs: Seeking assistance, unable to duplicate. Customer has been in multiple times for concern.
Is the customer in a rental: No
Is the customer waiting: No
Customer name: [redacted]
All customer contact numbers: 5[redacted]
Best time of day for contact:: Anytime
No Customer Email
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-04-28 @ 10:29
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 5[redacted]6. Customer requested call back in five minutes - on another call.

Customer stated that he is currently at dealer 38999 and does not need a rental at this time. Customer stated that the back up camera is working however, the indicator lines do not show. The adaptive cruise control does not work and the electronic stability warning light is on and should be off. Air suspension service light is also on. Customer vehicle was taken to dealer 38999 and customer was advised that they will update him by end of business. Customer verified all contact information and declined email updates. Writer provided writers contact information in the form of a VM. Next promised customer contact no latter than 04.30.2014.
Customer expectation is to have the vehicle repaired with either a softwear update or part replacements so the vehicle concerns are resolved and no further trips to a dealer for repairs are needed.
Email sent to all TS advising of dealer correction.
SM contacted writer; SM stated that they are looking at STAR case [redacted]. SM stated that he thinks this will solve customer concerns. Writer advised that case was escalated and that will document case for CA.
Writer received a call from the Sa who is still waiting for a call from the TS. CA advised the SA to offer the customer a up graded rental.
Call received from Dave/SM inquiring if Enterprise rental is approved for customer. Writer confirmed that rental is approved per the guidelines in Warranty Bulletin D-11-53.
Writer contacted Dave, SA and advised that writer is continuing to monitor and has sent email to TSs about case. SA stated that he advised customer that repair will take another 1-2 days and also provided rental through Enterprise.
Customer left VM expressing his frustration that the repair is taking longer that expected. Customer requested a call back at [redacted] was not available. Writer spoke with Mrs [redacted] expressed her frustrations about a new vehicle needing repairs. Customer stated that they could have purchased a GMC with a discount but liked their previous vehicle so they purchased another Jeep. Writer apologized for the inconvenience and advised that writer will monitor repairs and update the customer again no latter than 05.02.2014.
Customer made contact again and stated that he is very disappointed by the time it is taking for the TS to contact the dealership and would like to make a complaint. Customer requested to speak to the TS and writer advised that a TS only works with the dealer. Customer stated the sensor was diagnosed previously and feels that the repair should not take as long as it is taking. Writer will continue to monitor and update customer on 04.30.2014.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Customer, Mr Mersel, made contact and advised that he had picked up a rental from the dealership but because the part is on back order the customer will return the rental and pick up his vehicle. Writer will monitor part status and update customer weekly. Writer also offered customer a SC for oil changes to thank customer for working with Jeep ECS and for his inconvenience. SC will be reviewed on next contact on 05.07.2014.
Email sent to SM requesting part# and order # and latest mileage on vehicle. Writer also advised that customer made contact and advised of lines 75-76.
SM email mileage of1614 - Part # is 1nj72lu5ad SM did have order # yet. Writer spoke with SA Dave who advised that Dan is the Tech from Chrysler working on the case. Writer advised that they are monitoring the order for updates. Writer also advised SA that writer will provide customer with SC for oil changes.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Back order part information: Part #: 1NJ72LU5AD, VOR #: $S1436 sent by

email from TS 05.01.2014.
Order information from dealer: Order released to the PDC today ETA to dealer is 1-2 business days
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contact SA Dave at 507-252-2347 before contacting customer. Writer advised that vehicle has not been returned to customer yet and they are doing flash update. SA will call write when the vehicle is returned.
Writer left VM for customer at [redacted] advising that writer is still monitoring case and that dealership will contact him when vehicle is ready. Writer will follow up on 05.09.2014 and would also like to provide customer with oil change SC to thank him for working with Jeep ECS.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
SA Dave left VM that customer has been contacted - vehicle repaired and ready for pick up.
Writer contacted customer at [redacted]. Customer stated that the vehicle has been repaired and that he is satisfied and that writer has met his expectations. Customer accepted oil change SC and verified his address. Customer will respond to email and provided correct mileage. Writer then have SC added to vehicle and sent final email with SC information, then case will be closed.
Writer contacted customer and advised that writer does not email. Customer advised that email address is [redacted] As customer does not want contact by email, writer will not add it to customer contact information.
Status update provided via email to the following email address:
[redacted]
Thank you for working with Jeep enhanced customer care concerning your case 2[redacted]. Please send me the correct mileage on your 2014 Jeep Grand Cherokee and I will add the service contract for your oil changes. When I have received confirmation that the service contract has been added, I will send you one final email with the service contract information and complete your case. Thank you again for working with Jeep and have a nice weekend.
End of Status Update
Writer contacted customer at [redacted] and customer will send mileage. Customer has been out of town. If no response - contact customer again on 05.16.2014.
Begin Customer Message reviewed:
1750 miles
End of Reviewed Customer message
ECP416N Contract created. Contract number is [redacted].
Customer contacting in because he states that he is still having the issues with his Adaptive Cruise control/collision function. Customer wanted to know what it should show on the screen when a vehicle comes into the area.
Agent advised the customer that he should technical help from the DLR and as for indication seeks the DLR for that information as well.
Status update provided via email to the following email address:
[redacted]
Thank you for the opportunity to work with you at Jeep enhanced customer satisfaction concerning your case [redacted]
As discussed, the service contract has been added to your vehicle and your case has been completed.
Your contract number is 38817695 for the ESSENTIAL CARE PLUS Service Contract. It is valid for 4years. You can contact the service contract department at 800-521-9922 or visit the website at www.moparvehicleprotection.com if you have questions.
Thank you again for the opportunity to work with you at Jeep enhanced customer satisfaction.
End of Status Update
Writer attempted to contact customer at [redacted] left VM.
Agent attempted to contact customer, however, customer was not available.

The reason for the
customer contact was to provide or request the following information:
Inquire about call placed on 05.16.2014. Customer concern with adaptive cruise control was not diagnosed.
Dave, SA POC number: 507-252-2347
Agent attempted to contact dealer Service Manager SA however,
SA not available. Left message for a return call at extension 66244. The reason for the dealer contact was to provide or request the
following information: Inquire about what customer should see on the adaptive cruise control screen.
SA returned writers call and advised that he will contact the customer to clarify what the customers concern is. Writer requested an update when call is made.
SA David left VM advising that when cruise control screen starts a message - 'Adaptive cruise control ready' comes on. If customer has additional questions, he would need to go to the dealership. SA also attempted to contact customer but was not able to make contact.
Agent attempted to contact customer at [redacted], however, customer was not available.
Left message for a return call at extension 66244. The reason for the customer contact was to provide or request the following information:
Review his adaptive cruise control concern and review information on line 173-174. Next contact attempt on 05.23.2014.
Writer attempted to contact customer at [redacted]
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 66244. The reason for the customer contact was to provide or request the following information:
Review information from dealer - line 174. Next promised contact on 05.28.2014.
Agent attempted to contact customer at [redacted], however, customer was not available.
Left message for a return call at extension 66244. The reason for the customer contact was to provide or request the following information:
Writer attempting to contact customer to be sure his concerns have been resolved. Make final contact on 06.02.2014.
Agent attempted to contact customer at [redacted] however, customer was not available. The reason for the customer contact was to provide or request the following information:
to follow up with customer per customer request left on VM (line 139).
Writer advised that writer has left multiple call attempts and as customer has not returned writers calls, case will be closed but that SC has been added.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted] *8*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM2 | EC[redacted] | ***Open Date*** | 04/30/2014 | ***Built Date*** | 1/05/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 12/18/2013 | ***Mileage*** | 8,525 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | |
|---|---|---|---|
| ***Dealer*** | 58729 | SCHLOSSMANN'S DODGE CITY CHRYSLER | JEEP, INC |
| ***Dealer Address*** | 19100 W CAPITOL DR | | |
| ***Dealer City*** | BROOKFIELD | ***Dealer State*** WI | ***Dealer Zip*** 53045 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | OCONOMOWOC W[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | CEL ON |
| Product - Electrical - Reverse Camera - Other - Default | Camera flickering now screen is blue |
| Corporate - Rental Vehicle - Default - Default - Default | Rental |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default | check radio Bluetooth does not work correctly check for updates |
| Product - Suspension - Unknown - Other - Unknown | check suspension the air suspension will not go all the way down is delay |
| Product - Electrical - Cruise Control - Other - Default | customer would like to aim the adaptive cruise control |
| Product - Fuel System - Unknown - Other - Default | fluid tank emission fluid tank will not accept fluid |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | since 08/20 |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

VIN: EC308458
Dealer code: 58729
POC Name: ASM Kurt
POC number/ email:
Current mileage: 6,230
Customer name: MR. [redacted]
Customers concern: 1) review camera was flickering now showing blue screen 2) DEF fluid tank emission fluid tank will not accept fluid correctly system reads 100% full on empty 3) customer would like to aim the adaptive cruise control 4) oil change 5) check radio Bluetooth does not work correctly check for updates 6) check suspension the air suspension will not go all the way down there is a delay
Is customer in rental: yes
Is customer waiting: no
All customer contact numbers [redacted]
Best time of day to contact customer: Any
Dealer diagnosis (if completed): yes
Remind the dealership to not proceed with repairs until contacted by a

tech specialist
Do you understand ESC and have you explained ESC to the customer:
Provide CAIR # [redacted]
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-04-30 @ 13:28
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer, left message. Follow up 5/6/14.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer and advised him of the TS update. Customer states the dealership has not contacted him to schedule the appointment to take the vehicle back in to have the part installed. Writer advised customer we will contact the dealership and we will follow up no later than 5/9/14.
Writer contacted dealer and spoke with ASM Kurt who states they are waiting for a loaner vehicle to be ready for use for the customer. ASM states once one is available he will conact the customer to have him take the vehicle in.
Writer contacted customer and advised him of lines 37-40. Customer states the DEF is still reading full. Customer states he would like to know his options if this repair does not fix the vehicle. Writer advised customer that would be his decision. Customer stated what if he wants a new vehicle but the same model. Writer referred customer to the blue and white booklet or bbb.org. Follow up 5/13/14.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted dealer and spoke with ASM Kurt who states the customer is taking the vehicle in tomorrow to have the part installed and they will provide the customer with a loaner.
Writer contacted customer, left message. Follow up no later than 5/16/14.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer, customer answered and after stating the disclaimer the call was disconnected. Follow up 5/20/14.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66145The reason for the customer contact was to provide or request the following information:
TS update
Customer calls to speak with their Case Manager.
Transferred the customer to RF766 at ext 66145.
Writer spoke with customer and advised him of the TS update. Follow up 5/23/14.
Rpaired yesterda
Writer contacted dealer and spoke with SA Jon who states the vehicle was repaired and picked up yesterday.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66145. The reason for the customer contact was to provide or request the following information:
Find out if the repairs were satisfactory and to offer SC. Follow up 5/28/14.
Writer contacted customer and he states the CEL is back on. Customer is frustrated and does not know what to do at this point. Writer advised customer if he is willing to take the vehicle back to the dealership for further diagnostics we are willing to offer him a SC or reimbursement of 2 vehicle payments. Customer accepts 2 vehicle payments and provided his email address [redacted]. Writer advised customer we will forward a link to his email address. Follow up no 6/2/14 to see when customer will be able to take the vehicle in for a diagnosis.

Documentation request and customer update- Error message.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] INFORMATION
****** Below Customer Contacted for Documentation Request ******
[redacted]m on 2014-06-02 @ 12:42
Status update provided via email to the following email address:
[redacted]
Hello, my name is Rosa and I have been assigned as your customer advocate with Jeep Enhanced Customer Satisfaction. This email is confirmation that your case 2[redacted]; was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number [redacted] My office hours are 8AM 4:30PM MST. My contact information is 800-763-8422 EXT 66145. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Writer contacted customer and advised him we have sent the link. Customer states he is still planning on taking the vehicle back to the dealer for a diagnosis but is not too sure exactly when. Follow up 6/4/14.
***** Customer Document Received *****
Begin Customer Message reviewed:
Case # [redacted]
VIN: 1C4RJFCM2EC[redacted]
I am submitting this twice as the first link looks totally different so I am not sure it worked. PLEASE CONFIRM RECEIPT of PDF with Jeep Purchase Agreement
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted],
I received your documents; I will contact you on 5/14/14. I apologize if the link is confusing. Thank you
End of Status Update
Status update provided via email to the following email address:
[redacted]
I meant 6/4/14; I will contact you via telephone to go over the documents and reimbursement.
Thank you.
End of Status Update
Customer Document Reviewed.
Writer contacted customer and advised him we will process the check in the amount of $1574.24 which will arrive within 7-14 business days. Writer verified address and spelling of name. Customer states he would like to know what the dealerships next step is before taking the vehicle back to the dealership. Writer advised customer we will contact the dealership and find out for him. Follow up 6/6/14.
Writer contacted dealer and spoke with SA Mike who states ASM Kurt is unavailable. Writer provided contact information for a return call from ASM Kurt.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66145. The reason for the customer contact was to provide or request the following information: Lines 130-132. Follow up 6/10/14.
Spoke with Kurt asm to check if customer has made an appointment. Kurt asm advised writer that the check engine light has come back on and it has already been taken care of 2 times. Kurt asm advised writer that the customer does need to take vehicle back in, but this week is not good, so if customer could go in next week any day he will arrange for a demo from dealership be available. Kurt asm advised writer that the customer does not like to get Enterprise, so the he makes special arrangements for customer. Writer advised will call customer and advise.
Left message [redacted] for customer that writer did speak with Kurt asm who advised that he would like customer to take vehicle in next week and let the dealer know so they can arrange for customer to have a good loaner. Writer advised that if CA does not hear back from customer by 6-11 a follow up will be made on 6-12.
Writer contacted customer and advised him of lines 137-144. Customer

states he will conact dealer and set a date to take the vehicle in next week. Follow up 6/17/14.
Writer contacted dealer and spoke with SA Ryan who states the customer does not have an appointment scheduled.
Writer contacted customer and he states he contacted ASM Kurt and left a message but has not received a call back yet. Writer advised customer we will contact ASM and follow up on 6/19/14.
Writer contacted ASM Kurt and he states he has not received a message from the customer but he is happy to contact him today.
Status update provided via email to the following email address:
[redacted],
I spoke with ASM Kurt at the dealership and he advised me he will be contacting you today. I will follow up with you on Monday 6/23/14 but if you have any questions or concerns please give me a call at 1-800-763-8422 at extension 66145. Thank you and have a great day!
End of Status Update
Left message for customer requesting call back if dealership has not made contact.
Writer spoke to Kurt/ASM. Customer refuses to take rental because he does not want to wait for paperwork to be completed. Dealer is arranging to provide vehicle currently being used by dealership GM. Should be able to get vehicle into the dealer sometime next week. Dealer will contact customer. Next follow up with dealer will be on 7/1/14. Vehicle has diesel engine with a CEL concern.
Writer contacted ASM Kurt and he states they have not made any arrangements yet because they do not have a fix for the customer s concern. ASM states they are more than happy to look at the customer s vehicle again but they may not be able to repair the vehicle. ASM states it has to do with the DEF fluid calibration.
Writer contacted customer and he states the vehicle is not using any DEF fluid. Customer states he thinks it might be from when the previous dealer replaced the tank and they did something wrong. Customer states he would like to get the vehicle in as soon as possible but he will need a loaner. Customer states he would like CA to contact the dealer and have ASM Kurt give him a call to make arrangements.
Writer advised customer we will follow up on 7/3/14.
Writer contacted dealer and spoke with SA Mike who states ASM Kurt is not available. Writer provided information to SA to relay to ASM.
Writer contacted ASM Kurt and he states the customer stopped by today because the CEL was on and there was a message that stated 40 miles until shut off. ASM states the customer has an appointment scheduled for Tuesday 7/8/14.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66145. The reason for the customer contact was to provide or request the following information: Lines 190-193, follow up 7/9/14.
Writer contacted dealer and spoke with ASM Kurt who states the reset the light and returned the vehicle to the customer because he did not have time to wait. ASM states the customer spoke with GM Mark and the customer stated he does not want the vehicle anymore. ASM states they wanted to get the customer in this week to complete the diagnosis but the customer does not want to go down that route anymore. ASM states if the customer wants they can get him in next week Monday and provide a rental vehicle.
Writer contacted customer and he states the dealership just cleared the code and sent him on his way. Customer states the light is back on, the message states 40 miles until shut down and the vehicle is still not using DEF fluid. Customer states he would like to know what can be done about a buyback. Writer advised customer our goal as his customer advocate is to get the vehicle repaired and we are willing to reimburse him another vehicle payment. Writer advised customer of lines 203-204. Customer states he needs to get the vehicle there sooner like this week because if he drives it more than 40 miles the vehicle is going to shut down on him. Customer states he does not want to go that route and does not want to accept the offer. Writer advised customer we can forward his case to our care analyst team that will review the vehicle repair history

to see if it merits further review but it will take up to 7 business
days. Customer states he would like to think about what his next step is
and will call CA back.
Is there any damage to the vehicle? (if yes, describe) No
Actual/accurate mileage? 8013
Is the vehicle leased or purchased? Purchased
Name of lender: Wells Fargo
Is the customer in a rental right now? No
Is this vehicle used as a personal vehicle or for a business? 50/50
Are there any modifications to this vehicle? (if yes, describe) Window
Vents/Mopar
If Chrysler makes an offer to replace the vehicle, what dealer does the
customer prefer to work with? SCHLOSSMANN S DODGE CITY CHRYSLER
Customer was offered vehicle payments/ MVP.
Customer is saying the vehicle is not being driven as it is saying it
will shut off in less then 25 miles.
Customer was advised to call roadside to have the vehicle towed into the
dealership and also that any offers from CA are now not available.
depending on the out come of review.
Dealer code: 58729
POC Name and position: ASM Kirk
POC number: 262-790-9000
POC e-mail: xxxx
Current mileage: 8525
Customer concern: cel on again, display states def will shut off
Dealer diagnosis: in process
Recommended repairs:
Is the customer in a rental: loaner
Is the customer waiting: no
Customer name: Cari Palitaldo
All customer contact numbers: [redacted]9
Best time of day for contact: ANYTIME
ASM Kirk stated they need assistance diagnosising vehicle, writer stated
we will send up now.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-07-15 @ 09:45
Writer is contacting HILL AUTOMOTIVE INC. #45112 at 608-742-7141 unable
to leave message.
Writer is contacting EWALD CHRYSLER JEEP DODGE RAM #67486 at 262-567-3400
and left voicemail for SM Nick.
Writer is contacting SCHLOSSMAN S DODGE CITY #58729 at 262-790-9000 and
left voicemail for SM.
Writer is contacting HILL AUTOMOTIVE INC. #45112 at 608-742-7141 and
spoke with SA BJ.
Writer is contacting SCHLOSSMAN S DODGE CITY #58729 at 262-790-9000 and
spoke with SM Jason.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted]FOR INFORMATION
Writer is contacting EWALD CHRYSLER JEEP DODGE RAM #67486 at 262-567-3400
and left voicemail for SM Nick.
Writer is contacting SCHLOSSMAN S DODGE CITY #58729 at 262-790-9000 and
left voicemail for WA Addie.
Writer is contacting EWALD CHRYSLER JEEP DODGE RAM #67486 at 262-567-3400
and spoke with ASM Aaron.
Writer is contacting SCHLOSSMAN S DODGE CITY #58729 at 262-790-9000 and
spoke with SM Kirk.
Writer is contacting SCHLOSSMAN S DODGE CITY #58729 at 262-790-9000 and
spoke with SM Kirk.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted]FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted]FOR INFORMATION
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 66145. The reason for the
customer contact was to provide or request the following information:

Advise customer at this point we are going to work towards repairing the vehicle. Advise customer of TS updates. Follow up 7/31/14.
Writer received call from customer and advised him as of right now we are seeking to repair the vehicle. Customer is frustrated. Writer advised customer of TS updates. Offered 2 vehicle payments. Customer accepts. Writer advised customer we will follow no later than 7/31/14.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-07-29 @ 10:01
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Status update provided via email to the following email address:
[redacted]
Mr. [redacted]
As of right now I do not have any new information to relay to you. I will contact you again no later than 8/5/14 or sooner if I have more information before then. Thank you for your patience and have a nice day.
End of Status Update
Begin Customer Message reviewed:
Hello Rosa,
Please update me on when I can expect the (two months of payments) check you said you would send. I have not driven my Jeep for the entire month of July so I would really like to use that to pay my next payment.
Thank you.
[redacted] Customer message
Status update provided via email to the following email address:
[redacted],
Once I receive your documents I will submit the check, I sent a link to your email address on 7/29/14.
Thank you.
End of Status Update
Begin Customer Message reviewed:
Rosa,
I sent the documents on the 29th. Did you not get them?
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted],
I did not receive the documents. I will send you another link and follow up no later than 8/5/14. Thank you.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] 2014-07-31 @ 19:27
***** Customer Document Received *****
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Customer Document Reviewed.
Writer contacted customer who is very frustrated. Customer states he has been without his vehicle for over 3 months and it is still not repaired. Writer advised customer we have received the documents but we will need him to send in proof of payment. Customer states he does not understand why he would need to do that. Customer states to send him a link and he will send them in. Customer states buying a Jeep has been a bad mistake.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-05 @ 17:10
***** Customer Document Received *****
Begin Customer Message reviewed:
Rosa,
I have been waiting for the link to send the additional info you requested and I it STILL have not received the link you said I would have. I need to go home to my family.... Can you please call me in the morning and let me know WHAT IS GOING ON? I know you are only the messenger so I apologize for venting on you, however, I do not have any more time to deal with this. I just want this fixed and the money (two

months payment) you said Jeep would send last week. If I do not have a confirmation the money has been sent by Thursday I assume they are reneging. PLEASE DON T LET THIS GO ON.
End of Reviewed Customer message
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Customer Document Reviewed.
Writer contacted customer and advised him we will process the check for the 2 vehicle payments today and it will take up to 7-14 business days to arrive. Writer verified address and spelling of name. Writer advised customer of TS update. Customer is frustrated and states he does not understand what is taking so long. Customer states the dealer has had the vehicle longer than he has had it in his possession. Customer states he cannot imagine what is going to happen in the future. Writer advised customer we will look into a SC and follow up no later than 8/11/14.
Status update provided via email to the following email address:
[redacted],
As of today I do not have any information to relay to you, I am still look into the service contract as well. I will follow up no later than 8/13/14 or sooner if I have new information. Thank you and have a nice day.
End of Status Update
Begin Customer Message reviewed:
Hello Rosa,
Do you know if the check went out and when I should expect it?
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
The check was processed today 8/11/14 and it should be arriving in 7-14 business days.
Thank you.
End of Status Update
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer and advised him of the TS update. Writer advised customer we are willing to offer AP685N. Customer accepts. Writer advised customer we will contact dealer and verify mileage. Writer states the SC will take up to 3 business days to attach and he will receive something in the mail in 30 days. Writer advised customer we will follow up no later than 8/20/14 to make sure the vehicle is repaired to satisfaction.
Writer contacted dealer and verified mielage 8525.
AP685N not available. Per CM:
RAMD510N Contract created. Contract number i[redacted]
Writer contacted customer and he states there is one more issue that has not been addressed. Customer states the exhuast fluid gauge is not working correctly and is showing full but it is not. Writer advised customer we will let the dealer know and follow up no later than Monday 8/25/14.
Writer contacted ASM Kurt and advised him of lines 396-397. ASM states he will contact customer.
Status update provided via email to the following email address:
[redacted]
I just wanted to let you know I contacted Assistant Service Manager Kurt and advised him of your additional concern. He advised me he will be contacting you to discuss your concern further. I will follow up with you no later than 8/27/14. Thank you and have a great day.
End of Status Update
Begin Customer Message reviewed:
Update: I tried putting DEF in the tank today because even though the gauge reads '100% FULL' I am now going on the 3rd tank of fuel so I know if it is working properly the DEF would almost be empty. When I tried to fill the DEF tank it would not let me put more than .03 - .08 in at a

time before it would shut off the pump and overflow / spitting out. It seems like there is a valve that seals the system that is not opening somewhere in the intake tube. PLEASE help me fix this... Not sure how much more I can take.
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted],
Our next step would be to get the vehicle to the dealer so they can diagnose/repair the issue. I did advise Assistance Service Manager Kurt about the issue you are having with the DEF system. The best option would be to contact the dealer and schedule an appointment. I apologize you are still having issues with your vehicle. I will contact you again on 8/29/14 to find out when you will be able to get the vehicle in to the dealer. Thank you and have a great day.
End of Status Update
Writer contacted customer who stats the DEF system will not take fluid and it is overflowing. Customer states ASM Kurt never contacted him. Writer advised customer the best option would be to contact the service department and to schedule an appointment. Follow up 9/2/14.
Writer contacted ASM Kirt, left message.
Status update provided via email to the following email address:
[redacted]
Mr. [redacted]
I contacted the dealer and left a message for Assistant Service Manager Kurt. If you do not hear back from him today I would recommend contacting the service department and scheduling an appointment at 262-790-9000. I will follow up no later than 9/4/14. Thank you and have a great day.
End of Status Update
Writer contacted dealer and spoke with SA who states the customer does not have an appointment scheduled.
Writer contacted customer on 9/4/14 and advised case was being closed due to no diagnosis.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM5 | EC[redacted] | ***Open Date*** | 05/01/2014 | ***Built Date*** | 10/04/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 02/01/2014 | ***Mileage*** | 3,200 | ***Dealer Zone*** | 63 | DALLAS | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 26803 | STEVE LANDERS CHRYSLER DODGE JEEP | | | |
| ***Dealer Address*** | 401 COLONEL GLEN PLAZA LOOP | | | | |
| ***Dealer City*** | LITTLE ROCK | ***Dealer State*** | AR | ***Dealer Zip*** | 2210 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | PERRYVILLE AR[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Rental Vehicle - Default - Default - Default | Seeking rental |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler:
Customer is calling in as he has called Steve Landers - 26803 he told them of the issues he was having and he was told that it would need to be in the shop for a few days.
Customer asked them about a loaner/rental.
Customer was they don t do rental/loaners if the customer does not have an extended warranty.
Agent called the dealership and spoke with Ted SA to verify this Agent also asked about the Goodwill and was told they do not do the GoodWill Rental either.
Customer is having some concerns with his new Jeep with some vibration that seems to coming from the speaker that is in/under the dash.
His cruise control is not working properly.
He puts the brakes and hits the resume button and it does not go back into cruise.
There is a rattle in the sunroof also.
Agent has advised the customer that he will need to have the vehicle in at the dealership and then contact Chrysler again and this can then be escalated up to rental and they would be the one that will contact you if a rental is approved.
Briefly summarize what the customer is expecting:
Expecting a rental while his New Jeep is in the dealership.
Reassigning DF314 - No Diagnose.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBGX | EC[redacted] | **Open Date** | 05/01/2014 | **Built Date** | 05/05/2013 | |
| **Model Year** | 2014 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/20/2013 | **Mileage** | 13,113 | **Dealer Zone** | 66 | ORLANDO | |
| **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** | 44825 | BACHMAN-BERNARD CHRYSLER DODGE | JEEP, INC. | | |
| **Dealer Address** | 200 BACHMAN DRIVE | | | | |
| **Dealer City** | GREENEVILLE | **Dealer State** | TN | **Dealer Zip** | 37745 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | |
| | GREENEVILLE TN [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Rental Vehicle - Default - Default - Default | Customer is in a rental |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | ECS |
| Product - Unknown - Unknown - Buzz, Squeak, Rattle - Default | Rattle that comes from the back of the instrument cluster |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | Sirius radio cuts in and out at times |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | adaptive cruise control will not slow down |
| Product - Drivability - Unknown - No Start - Default | left turn at low speeds there is a grinding noise |
| Product - Unknown - Unknown - Wind Noise - Default | whistle noise not sure where it is coming from |

***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Dealer code: 45499
POC Name and position: SA David
POC number: 865-932-4144
POC e-mail: N/A
Current mileage: 13113
Customer concern: Rattle that comes from the back of the instrument cluster area, whistle noise not sure where it is coming from, adaptive cruise control will not slow down, left turn at low speeds there is a grinding noise at times, Sirius radio cuts in and out at times.
Dealer diagnosis: Needs assistance with diagnosis.
Recommended repairs: Not at this time.
Is the customer in a rental: Yes
Is the customer waiting: No
Customer name: Charles Greene
All customer contact numbers [redacted]
Best time of day for contact: Anytime.

***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Not out of warranty
3 new and 1 no longer in houshold
SOUTHEAST BUS. CENTER - OWNER CARE
Original Owner
No email on file.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-05-01 @ 12:25
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Writer contacted customer and was advised to call back in 15 minutes.
Writer contacted customer; customer stated that there is a clicking noise coming from the adaptive cruise control. Customer stated that when the vehicle is slowing down and speeding up the vehicle will make a very loud clicking noise. Customer stated taking a ride with the technician today and was able to verify the sound with them. Customer stated that there is also a rattling in the heater and the dealership previously put some insulation in but the noise is back. Customer stated that the radio will intermittenly cut out. Customer advised that there is also a whistling noise but customer is not sure where is is coming from. Customer advised that the vehicle has been there multiple times for the rattling concerns and wants a resolution. Customer advised that the dealership is 70 miles away and confirmed being in a rental vehicle. Writer advised the ECS processes and advised that the dealership is diagnosing where the noise is coming from. Writer advised looking into a service contract that will extend out customer warranty on vehicle. Customer advised that the dealership was looking into giving customer a trade in deal but it was not what the customer wanted. Customer inquired if writer could look into situtation. Customer advised writer speaking to Ryan in the sales department. Customer advised cell phone number as [redacted] and email address as [redacted]. Writer advised sending CA contact information and will follow up with customer no later than Monday 5/5.
adaptive cruise control. Clicking noise. when on cruise control. take the dash out and put insalation. rattling in heater. the radio will cut out. whistling, mostly as slower speeds. not the modling. rental vehicle. 70 miles. Intermitten noises.
Status update provided via email to the following email address: [redacted]
My name is Ashley and I have been assigned as your Customer Advocate with Jeep Enhanced Customer Satisfaction. Here is some information that you may find helpful:
Your case number: [redacted]
Enhanced Customer Satisfaction phone number: 1-800-763-8422
My direct extension: 66378
My work hours: 8:00 AM to 4:30 PM MST, Monday Friday
Our technical specialists will be working closely with your dealership to ensure proper resolution. A rental vehicle is available for use while your vehicle is being serviced, should you need it. I will be providing status updates and addressing any other questions you may have. Please do not hesitate to contact me by phone or reply to this email if you need anything.
End of Status Update
Writer updated customer phone number.
Disregard lines 57-60
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Customer contacted writer; customer stated that the vehicle is not fixed. Customer stated that the noise is still prevelent and the dealership was able to duplicate the concern. Customer stated that he would like the vehicle to be bought back. Writer advised a Service Contract or

reimbursment for car payments but customer declined. Writer advised it will take 2-3 business days to be reviewed and writer will contact customer back with further information.
Is there any damage to the vehicle? No
Actual/accurate mileage? 13113
Is the vehicle leased or purchased? purchased
Name of lender: Ally
Is the customer in a rental right now? NO
Is this vehicle used as a personal vehicle or for a business? Personal
Are there any modifications to this vehicle? no
If Chrysler makes an offer to replace the vehicle, what dealer do you prefer to work with? 45499 ROCKY TOP CHRYSLER JEEP DODGE
Review completed, returned for repair resolution.
Writer attempted to contact customer and left a message stating a follow up date for Monday 5/12.
[redacted] called to speak with their Case Manager. Transferred the customer to CM AM1777 at ext 66378.
Customer contacted writer; writer advised line 97. Customer stated that the cruise control will sometimes not stop and will accelerate. Customer stated that he needs to get this fixed before it causes an accident. Writer advised taking vehicle to another dealership to get a second opinion. Customer stated that there is another dealership in his home town. Customer advised calling in the morning to discuss details.
Writer attempted to contact customer and left a message stating a follow up date for Monday 5/12.
Customer contacted writer; customer stated that he will try one last time to get a repair resolution. Customer stated that he will call the dealership and schedule an appointment. Writer advised following up with customer next Tuesday 5/13.
Writer contacted customer and was advised to contact back in 15 minutes.
Writer contacted customer; customer stated that he took the vehicle into the dealership yesterday and took a drive with Tech Kevin. Customer stated that he was able to verify customer concerns and that the Technician that knows the most about his concerns will not be back into the dealership until next week. Writer advised calling dealership and getting more information and try to schedule an appointment. Customer advised that he will be going out of town on the 23rd and would like it for early in the week, and also an afternoon appointment. Writer advised calling dealership and following up with customer on Thursday at the latest.
Customer contacted writer; Writer advised needing to contact dealership. Writer advised calling customer later on today.
Writer contacted dealership and was advised that the dealership did not have a Tech Kevin
Writer contacted Tech Kevin; Kevin verified that he did see customer concerns. Kevin stated that they will not be able to set up an appointment for customer until Monday morning. Kevin stated to call Justin on Monday to set up an appointment.
Writer contacted customer; Writer advised lines 129-132. Customer advised that he would like to schedule the appointment for his schedule. Writer advised calling on Monday to follow up with appointment date.
Tech Mark Anderson called in due to customer vehicle is at the dealership. Tech asked about the adaptive cruise control for vehicle. Tech asked if the adaptive cruise control was ACC+1 CA advised tech on code it shows enhanced adaptive cruise control for vehicle but CA would have to escalate a case to the TS for them to contact dealer. Customer agreed thanked CA provided case number.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-05-19 @ 15:18
Writer contacted customer and confirmed that customer brought vehicle into dealership. Line was then disconnected to due poor cell service.
Writer contacted customer and writer could not hear customer. Writer disconnected call.
Customer attempted to contact writer but writer was unable to speak to customer before line was disconnected.

Customer calls to speak with their Case Manager.
When the writer got hold of the CM, AM1777 and was trying to connect the call, the customer s call was disconnected again.
Writer contacted customer; customer stated that he has tried calling Justin but was unable to reach him. Customer stated that he did not bring the vehicle back. Writer advised calling the dealership tomorrow to figure out what is going on and will contact customer back once speaking to the dealership.
Dealer: Mark - Techniciancalling to speak to Customer Advocate; AM1777, to see if vehicle has an options for ACC plus. CA is not available.
Writer warm transferred dealer to CA; OS533
Writer took inbound call from SA Mark. SA Mark wanted to know if we found anything out about the ACC+1. Writer advised SA Mark that I am not showing anything on our side. Writer advised SA Mark that the case has been sent up and the TS will be contacting him soon.
Writer contacted SA Mark; writer advised that the vehicle needs to be there for the case to be escalated to TS. SA stated that they will have Justin contact customer and set up an appointment.
Writer attempted to contact customer and was advised the call could not be completed as dialed.
Writer contacted customer; writer advised lines 166-168. Customer advised calling dealership in the morning. Writer advised contacting customer once in the office tomorrow 5/21.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66378. The reason for the customer contact was to provide or request the following information: follow up with information in lines 147-175. Writer advised a follow up for 5/23.
Writer contacted customer; Writer advised information in 174-175. Customer stated that the vehicle will not slow down. Customer stated that he does not want the vehicle to come to a complete stop but that to slow down enough that it does not hit the vehicle in front of him. Customer advised that he has an appointment for Monday June 2nd. Writer advised following up with customer next week on Thursday 5/29 to make sure that customer is still planning on making appointment.
Status update provided via email to the following email address:
[redacted]
This is Ashley with Jeep Enhanced Customer Satisfaction. I just wanted to follow up with you to make sure you are still planning on your appointment for Monday. If plans have changed, feel free to contact me at 1-800-763-8422 ext. 66378 or reply to this email. I will contact you back again on Monday after your appointment. Thank you and have a great rest of your weekend.
End of Status Update
Writer contacted SA Justin; SA confirmed customer bringing in vehicle. SA stated that they took a test drive with the customer. SA stated that there is a whine noise at slow speeds and is worse when the vehicle is cold. SA stated that they do not have a diagnosis for it but will try to drive it in the morning. SA stated that the customer adaptive cruise is acting normal. SA stated that the customer vehicle does not have stop and go cruise control. SA stated that the customer vehicle will sound an alarm telling driver to slow down but will not stop the vehicle.
Writer contacted customer; Writer advised lines 197-204. Customer stated that his disatisfaction with the diagnosis and that it is not performing as designed. Writer advised that without a dealership diagnosis there is nothing to fix. Customer stated that he would like a lifetime warranty. Writer advised looking into options and will contact customer tomorrow after speaking to SA Justin.
Writer attempted to contact SA Justin and left a message requesting a call back.
Writer contacted customer; Writer advised lines 211-212. Writer offered customer LWA100N. Customer advised that he would like the information emailed to customer. Writer advised contacting customer after speaking to SA Justin. Customer inquired how the cruise control unit works. Writer

advised looking into it for customer.
Status update provided via email to the following email address:
[redacted]
This is Ashley with Jeep Enhanced Customer Satisfaction. Here is the information that you requested for the Service Contract.
ADDED CARE PLUS coverage includes:
Engine Transmission Driveline
Steering Air Conditioning Brakes
Anti-Lock Brakes Electrical Engine Cooling & Fuel
Instrumentation Power Group Front Suspension
Rear Suspension Luxury Group Expanded Electrical
100 Sign-And-Go Roadside Assistance
$100 Towing Allowance
$35 First Day Rental
$35/Day Car Rental Allowance
$1,000 Trip Interruption Coverage
End of Status Update
Dealer code: 44825
POC Name and position: Auto Tech Mark
POC number: 423-639-4141
Current mileage: 14310
Customer concern: 1) Whistling noise at low speeds and idle
Dealer diagnosis: Customer is experienceing with Low frequency audible tone from power steering
Recommended repairs: compared with like and has the same condition: Operates as Designed.
Is the customer in a rental: Yes
Is the customer waiting: No
Customer name: [redacted]
All customer contact numbers: 4[redacted]
Best time of day for contact: anytime
Auto technician stated spent an hour in diagnosis on customer s vehicle. Writer put in DM nots for diagnosis time and sent d2d.
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number.
DM Notes have been entered into GCS indicating Customer Care approval.
When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########################################
REASSIGNED TO BC/DLR 66 44825 06/04/14 10:19 O[redacted]
Writer contacted customer; Customer advised to call back in 30 minutes.
Writer contacted customer; customer stated that he still feels like something is wrong with the vehicle. Writer advised that the dealership states that the vehicle is operating as designed. Writer advised that the SC can still be added. Customer stated that the dealership has not called him yet. Customer advised that he will contact writer back in a few days with decision on what he would like to do.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66378. The reason for the customer contact was to provide or request the following information: Follow up to see if customer wants the service contract. Writer will follow up on Wednesday 6/11.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66378. The reason for the customer contact was to provide or request the following information: Follow up on with customer on SC. Writer advised calling on Friday 6/13.
Writer contacted customer; customer stated that he would like the extended warranty on the vehicle. Customer also requested oil changes. Writer offered ECS36N. Writer advised calling customer when SC are added to vehicle. Customer requested that it would be documented that he thinks the engineers need to look into the concern with the cruise control. Writer advised that concerns are documented and will contact customer next week with further information.

LWA100N Contract created. Contract number is [redacted]
Writer contacted customer; customer stated that he would like to wait until his other service contract expires to add on more oil changes.
Writer advised that case is documented. Writer advised at this time the case will be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT8 | EC[redacted] | ***Open Date*** | 05/06/2014 | ***Built Date*** | 3/11/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***n Service Dt*** | 03/20/2013 | ***Mileage*** | 8,000 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 26762 | NEW CRANBERRY CHRYSLER JEEP, LLC | | | |
| ***Dealer Address*** | 21145 ROUTE 19 | | | | |
| ***Dealer City*** | CRANBERRY TWP | ***Dealer State*** | PA | ***Dealer Zip*** | 6066 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | CRANBERRY TOWNSH PA 1[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Dealer - Parts - Transaction - Parts N/A / Backordered - Default | customer seeking replacement |
| Dealer - By-Pass - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer states he has adaptive cruise control on the vehicle and it has not ever worked. He states he has had it there 3 times and the issue has not been fixed. He states 2 weeks ago they ordered him a module. He states now he is being told it could be July or later until the part comes in. Agent called the parts department and spoke to David. David states the part is on backorder and the ETA they have is 07/08/2014. Part number:68109355ai order number: 0422e1. Agent advised with the part information from the dealer we can escalate to part tracking. Customer states he wants to have the vehicle replaced and does not want to have to wait until July for a part. Agent advised we can escalate the case for him to look into replacement.
Customer informed a call back is required and will take place within 1-2 business days.
Preferred Morning/Midday call back number is [redacted] (home)
[redacted]0 (office0
Preferred Afternoon/Evening call back number is [redacted]5
Customer email address for case updates [redacted]
Who has possession of the vehicle? Owner
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.
***Deborah with the I2R Customer Resolution Team is responsible for this CAIR. If the customer should call, please direct them to contact Deborah at 888-542-7239, extension 2123. Thank you. ***
-LVM for SM Kim with Ron Lewis CJD, included my contact information and

requested a call back to discuss customer s vehicle concern and to offer part expediting assistance.
-LVM for customer, included my contact information and, requested a call back to discuss the current vehicle concern.
-Received vm from customer and, customer requested call back to work [redacted]
-Correction, work phone [redacted]
-Called SM Kim with Ron Lewis CJD but she was at another location.
-Called customer and introduced myself as the assigned CM. Customer said he was referred to contact me by Ron Lewis CJD for concerns with Adaptive cruise control stating that it is inoperable and does not engage. Told customer that his case was referred to my office for Special Handling and that I am able to get involved to ensure his vehicle can and will be repaired. Customer asked how long would he have to continue with repair process. Informed customer that upon my initial review, I don t show that out TAPS team was involved. Explained that we will want to get TAPS invovled first and receive recommendations for repair and also allow them to revisit the issue should it not be resolved. Told him after we have allowed TAPS due diligence to consider all the facts, I can review the case for other possible options. Customer said Ron Lewis CJD provides him with loaner vehicle each time and that he is available to take the vehicle in upon notice. Assured customer that I can assist with Part expediting to possibly get the part to dealer sooner that July. Advised that I will discuss further with SM Kim and will contact him to let him know the next course of action.
-LVM for SM Kim with Ron Lewis CJD, included my contact information and, requested a call back to offer assistance with parts expediting and TAPS.
-LVM for customer, included my contact information and, advised that I am looking forward to getting a call from SM Kim with Ron Lewis CJD to determine if I can assist with Part Expediting and to get TAPS involved.
-Called Ron Lewis CJD and spoke with SM Kim who transferred me to PA Chad. Parts Advisor Chad gave me Part number 68109355ai and Order number 0422e1 and, Chad agreed to upgrade to Special Order today.
-Received vm from customer, customer requested a call back to determine if I have spoken with SM Kim wth Ron Lewis CJD.
-LVM for customer, included my contact information advising that I have spoken with SM Kim with Ron Lewis CJD and obtained information regarding part no. 68109355ai. Explained that I will still submit with Part Expediting request to determine if we can get a firm ETA on the date part would arrive.
Reassigned CAIR to 96W for Parts Expediting:
**Parts to be Expedited**
1. Part Number: 68109355AI
2. Order Number: 14844
3. CAIR#: [redacted]
4. Special Handling # or VOR# if applicable: 0
5. Is the vehicle currently off road? No
5a. If so, since what date?
6. Given # of days down or customer stated they are planning to pursue lemon law is this a Potential buyback situation? No
7. Is Customer currently in rental? No
8. Has any goodwill been offered? No
9. Provide any details with regard to the case that are relevant:
Awaiting Adaptive Speed Control Module Driver Asst Systems
** DB1222 to follow-up with Dealer and customer on 5/16 regarding Parts status
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68109355AI,Order#14844,OMC#89137575
on 2014-05-14 @ 13:34
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON: 5/14/14
PART NUMBER: 68109355AI
PART DESCRIPTION: SENSOR
ORDER NUMBER: 14844

NUMBER OF DEALERS WITH PART: 0
CUSTOMER IN RENTAL (Y OR N): N/A
ASSIGN TO: CT779-CAIR HAS A 91 CM
**********END OF TRIAGE**********
-Called customer and told customer that we have submitted the part expediting request but have not yet received a firm ETA as to when part will arrive. Told customer that we expect the part to be received within a reasonable amount of time and once that date has been provided, I will be sure to inform the customer. Told customer that the review for other options would be at the end of the repair process.
**********96w update**********
GPOP shows part #68109355AI status is B/O - FOS (future scheduled order)
CURR PROM DATE 09/08/14
Part showing as having AH level to be used and AF s are available. Will advise if it can be used for VORs
**********
****** START OF SUPPORT ESCALATION by T8430MH******
**** Update from Expediting Team for ****
Part#68109355AI,Order#14844 ,OMC#89137575
Per specifying flipped to AF level ETA is week of 5/19
****** END OF SUPPORT ESCALATION ****** by T8430MH
-LVM for customer, included my contact information and, advised that the part 68109355AI has been given an ETA to arrive possibly this week.
**********96w parts update**********
GPOP shows part #68109355AI => 68109355AF status as INVOICED-PDC
UPS TRACKING# [redacted] Delivered On:
Tuesday, 05/20/2014 at 9:52 A.M.
724-452-4040 CM contacted parts and spoke to Hank who confirmed the part has arrived.
**********end of update**********
OMC# 89137575Order# 14844 FOR PN: 68109355AI IS RESOLVED
-Called SM Kim with Ron Lewis CJD and told her that it appears that the PN: 68109355AI has arrived. SM Kim was uncertain but stated the actual ETA for work completion would be by 05/23 if received.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-05-21 @ 13:57
-LVM for customer, included my contact information and advised that I confirmed the PN 68109355AI was received to Ron Lewis CJD 05/20 per UPS tracking and, that I informed SM Kim that is was at Ron Lewis CJD. Further, advised customer that repairs should be in progress at this time and an ETA was given to me for work completion 05/23. Advised that I will inform him of any changes in progress for work completion.
-Called SM Kim with Ron Lewis CJD who said the have received PN 68109355AI and, customer is scheduled to come in one day next week. Asked SM Kim for the exact appointment and she did not know.
-LVM for customer, included my contact information and requested a call back to determine what date and time he is scheduled to take vehicle to Ron Lewis CJD. Advised that I confirmed the PN 68109355AI has been received to Ron Lewis CJD.
-Received vm from customer, customer said he will leave his vehicle at Ron Lewis CJD tonight.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
-Called Ron Lewis CJD and spoke with SM Kim who confirmed the vehicle was left there already.
-Called SM Kim with Ron Lewis CJD and she confirmed repairs have been completed with sensor replacement. SM Kim stated customer has picked up his vehicle.
-Called customer and confirmed customer picked up his vehicle 05/29 from Ron Lewis CJD. Customer stated vehicle is performing well but will continue to drive over the weekend. Told customer that I will plan to speak with him next no later than 06/03 afternoon to confirm vehicle still performing well.
-LVM for customer, included my contact information and requested a call back to determine how vehicle is performing.

Status update provided via email to the following email address:
[redacted]m
Please contact your case manager, Deborah at 214-583-2123.
End of Status Update
-Called customer and confirmed vehicle is performing well. Thanked customer for allowing me to work on the case with him.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBM0 | EC3[redacted] | **Open Date** | 05/08/2014 | **Built Date** | 10/05/2013 | |
| **Model Year** | 2014 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 03/07/2014 | **Mileage** | 1,255 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **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] |
| | PLAINFIELD [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | Collision Avoidance/Alert System does not always work |
| Product - Electrical - Unknown - Complete Failure - Default | garage door opener instructions were difficult to understand |
| Product - Unknown - Unknown - Happy - Default | loves the diesel engine |
| Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front | rain-sensing wipers do not always work. |
| Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default | seems to be no real order to the instrument cluster display |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |
| Product - Body / Trim / Paint Finish - Exterior Styling/Appearance - Satisfactory / Approval - Unknown | |

CQI Survey Record Received - DATE : 05/08/2014
Survey Number : 3106954
Quality Survey ID Number: 257119659
Survey Date : 05/07/2014
VIN Last 8 : EC[redacted]
CQI Comments : \\9087560982
* * * * * CASE MANAGER TEAM - District T * * * * * *
Per survey, customer stated the rain-sensing wipers do not always work, the Collision Avoidance/Alert System does not always work, there is no real order to the instrument cluster display, and the garage door opener instructions were difficult to understand. Customer stated he loves the vehicle s style and the diesel engine.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Lisa and I have been assigned as your Case Manager.
Here is some information that will be helpful for you to have:
Chrysler Customer Care s telephone number: 800-763-8422

My direct extension: 66257
My work hours: 9:00am-5:30pm Eastern Time Monday-Friday.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed was [redacted] Customer stated the vehicle has been in to 26134 several times already, to replace a switch in the brake and accelerator pedal, because the forward collision warning keeps going off. Customer stated he will take the vehicle in for the brake warning, and the wipers also didn t work the last time it rains, but he does not have an appointment set yet because he just got back from vacation. Writer advised would like to follow up on this appointment, and, if we do not hear from the customer about when his appointment is set for, we will follow up with him again on Wednesday 05/14/14. Customer verified mailing address and email address, updated secondary phone#, and gave mileage as 1400.
Called 26134 at 908-757-4000, spoke with Service Receptionist Lastenia, as the service manager was unavailable. SR Lastenia stated the customer does not have an appointment for diagnosis at this time.
Called customer [redacted] Left message, advising file will be closed as no appointment has been set.
Begin Customer Message reviewed:
Lisa,
I have an appointment for my Jeep tomorrow morning. Hopefully they ll figure out what is going on with the automatic braking we discussed. Thanks for the reminder call this afternoon. I ll give you a call during the day.
Case #: 2[redacted]
VIN: 1C4RJFBM0EC[redacted]
Vehicle Description: JEEP GRAND CHEROKEE LIMITED
Thank you,
David Pelton
End of Reviewed Customer message
Called 26134 at 908-757-4000, spoke with Service Receptionist Heather, who stated the customer is in, and the customer s Service Advisor is Greg. SR Heather transferred call to SA Greg, as the service manager is unavailable. SA Greg stated the customer s computer went down, but their WItech is unavailable, and they will be picking the customer up today, think they are going to be done with this today.
Called customer at [redacted]. Customer stated that, as the WiTech is not working, he was told he would probably need to bring the vehicle in again for the repair. Writer advised lines 52-54. Customer stated he has been looking into Lemon Law for this, but he doesn t want to do that, just wants his vehicle fixed. Writer advised will follow up with 26134 on Monday and will follow up with the customer no later than Tuesday.
Called 26134 at 908-757-4000, spoke with Service Advisor Greg, as the service manager was unavailable. SA Greg stated the customer has an appointment for Wednesday, and the advanced collision light comes on when he goes 70 mph. Writer advised will follow up again Wednesday.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Lisa and I am contacting you from Jeep Customer Care. I spoke with Global Jeep, and they let me know you have an appointment scheduled for Wednesday. I will contact them on that day and will follow up with you no later than Tuesday, May 27, 2014. Please contact me at 1-800-763-8422 x66257 or respond through the included link with any further questions or concerns. Thank you for being a part of the Jeep family and have a great day!
End of Status Update
Called 26134 at 908-757-4000, spoke with Service Manager Sal, who stated the vehicle is in and transferred the call to Service Advisor Greg, who stated there is a problem with the radar sensor, but no lights are on, so they ll to contact STAR to determine which part needs to be replaced. SA Greg requested a follow up tomorrow.
Called 26134 at 908-757-4000, left message for service department, requesting follow up on diagnosis status.
Called 26134 at 908-757-4000, left message, checking on vehicle s status.

Called 26134 at 908-757-4000, spoke with Service Manager Sal, who stated they reinstalled and recalibrated the radar sensor, and the customer picked up the vehicle on Friday.
Called customer [redacted]2. Customer stated the vehicle seems to be doing well, but he d like to take it on a bit of a longer trip to make sure. Customer stated he was frustrated with the lack of response from 26134, feels like they didn t think he was important by the way they responded when he called. Customer stated that he will call us no later than Friday with how everything is going. Writer advised that, if we have not heard from the customer by the end of the day on Friday, we will assume everything is fine. Customer declined another follow up from the case manager.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJM9 | EC3[redacted] | **Open Date** | 05/08/2014 | **Built Date** | 11/11/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 02/21/2014 | **Mileage** | 4,247 | **Dealer Zone** | 71 | LOS ANGELES | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PEP | DEEP AUBURN PEARL COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 60435 | PUTNAM CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 3 CALIFORNIA DR | | | | |
| **Dealer City** | BURLINGAME | **Dealer State** | CA | **Dealer Zip** | 94010 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | SAN FRANCISCO CA[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Unknown | bezel that is around that adaptive cruise control is lose |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

SA Jeffery called in stating there are seeking authorization for a tiny bezel that goes around that adaptive cruise control that needs to be replace.
Dealer code: 60435
POC Name and position: SA Jeffery
POC number: 650-558-5697
POC e-mail: None
Current mileage: 4,247
Customer concern: bezel that is around that adaptive cruise control is lose
Dealer diagnosis: yes
Recommended repairs: replace the bezel
Is the customer in a rental: No
Is the customer waiting: Yes
Customer name: [redacted]
All customer contact numbers: 4[redacted] associate of customer Brett 408-507-2482 dropped of the vehicle
Best time of day for contact: Any
Reminded the dealership not proceed with repairs until contacted by a tech specialist
Call to dealer 650-558-5697Spoke with SA Jeffery to authorize this repair of replacing bezel that goes around that adaptive cruise control.
Warranty pricing of part is 12.74, warranty labor is 30.26.
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still

apply. When submitting for pre-authorizations include this case number.
DM Notes have been entered into GCS indicating Customer Care approval.
When repairs are completed, submit your claim as you would normally
and update this case and return it to Customer Care.
##################################
REASSIGNED TO BC/DLR 71 60435 05/08/14 18:50 O [redacted]
CONTACT UPDATE - 1st Contact attempt, email.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Ree and I have been assigned as your case manager.
This email is confirmation that your case, [redacted] was successfully
escalated to me. I spoke with the dealer and they informed me they
completed replacing the part on your vehicle. I will call you at
[redacted]to confirm the repair is to your satisfaction. My office
hours are 11:30 am-8:00 pm MST Monday, Wednesday-Friday; 9:00 am-5:30 pm
MST Tuesday. My contact information is 800.763.8422 EXT 66207. If your
preferred telephone number mentioned above isn t correct, please reply
with the correction.
End of Status Update
Begin Customer Message reviewed:
Everything was done to my liking, way better service at Putnam compared
to the awful experience I had at Stewart Jeep. I will never go back to
Stewart again.
Thanks,
henry
End of Reviewed Customer message
Call customer [redacted] Advised closing case. Customer agreed.
Call to dealer 71- 60435 PUTNAM CHRYSLER JEEP DODGE 650-347-4800
Spoke with SM Eric and advised will be reassigning to this CA and closing
case.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCGX | EC[redacted] | ***Open Date*** | 05/09/2014 | ***Built Date*** | 07/26/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 09/27/2013 | ***Mileage*** | 2,500 | ***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*** | 59469 | BLEVINS MOTORS INC | | | |
| ***Dealer Address*** | 6691 STATE HIGHWAY 56 | | | | |
| ***Dealer City*** | POTSDAM | ***Dealer State*** | NY | ***Dealer Zip*** | 13676 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | NORWOOD NY [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | caller stated that the cruise control isn't working as designed |
| Product - Electrical - Lamps and Switches - Other - Default | courtesy light comes on and off all the time |
| Dealer - Sales - Transaction - High Pressure Sales - Default | feels salesman took advantage of him |
| Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default | problems not resolved |
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | the forward sensor is not working and put on the brakes for no reason. |
| Product - Transmission / Transaxle - Unknown - Jumps Out of Gear/Park - Default | while driving one day the gears went out/backed into another vehicle |
| Product - Unknown - Unknown - Accident - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer called because he went to the dealership 59469 and spoke with salesman Ernie Charleston and advised the salesman that he needed a vehicle that could get him around in rough terrain. Caller stated that he is a disabled veteran and he needs to get outside more and he needed a dependable vehicle. Customer stated that the salesman didn t look out for the customer and went out of his way to put the customer in this vehicle which is dangerous. Caller stated that they leased him this vehicle and this vehicle is nothing but trouble. Customer stated that he is very stressed out. Caller stated that this vehicle was originally leased to someone else and he spoke with them and they stated that this vehicle was nothing but trouble. Caller stated that he has been in 2 low impact accidents. Caller stated that when he is using cruise control and when he watches how fast he is going the cruise control keeps going up 5 MPH faster every few minutes. Caller stated that while driving one day the gears went out and it felt like the vehicle thought he was towing another vehicle and while going down hill it felt like he was driving the brakes. Caller also advised the dealership 59469 that the vehicle would not go into 4 wheel drive. Caller stated that the drive train locked up at 60 MPH and it dropped to 40 MPH right away and he was headed for a bridge and a ditch. Customer stated that the dealership 59469 checked this out

and could not duplicate any of the issue. Caller stated that the dealership 59469 stated that the computer keeps saying nothing is wrong and he is tired of taking the vehicle back. Caller also stated that the forward sensor is not working and put on the brakes for no reason. Caller stated that the courtesy light comes on and off all the time. Customer also stated that he went into the store and when he came out the vehicle backed into another vehicle. Caller stated that he could not go through his insurance because this was the second time in a accident and he would have been a high risk driver. Caller stated that his lawyer advised him to hire a mechanical engineer and have them go over this vehicle to find out what is wrong and then sue the dealership. Customer stated that he read on line and his vehicle went from number 5 to 2 in the most complained about vehicles on the road.
Briefly summarize what the customer is expecting: Customer feels that he has been taken advantage of and took him for $20000.00. Customer is seeking compensation because it is costing him $20000.00 to get rid of this vehicle. Caller stated that this vehicle is dangerous and he is afraid to drive this vehicle. Agent advised the customer that our goal is to try and find the issue and get the vehicle fixed for the customer. Customer stated that he doesn t want this vehicle. Customer refuses to go back to his dealership. Agent advised the customer that we need the vehicle to be at the dealership 59469 to further assist. Caller stated that he is working with a different salesman Jason at dealership 59469 who is looking into trading this vehicle in for a 2013 Jeep.
Agent called dealership 59469 and spoke with salesman Jason Bruno who stated that he is getting the customer into another vehicle and he is just waiting for the title for this vehicle because it was a leased vehicle and now the customer bought the lease out. Jason also stated that the customer told him that when he was off roading with this vehicle that he tried to climb a rock and the vehicle slid sideways into a tree.
Agent called dealership 59469 and spoke with SM-Blain who stated that they tried to handle this customer with kid gloves because he is disabled. Blain stated that there is nothing wrong with the vehicle and stated that the customer stated that he takes the vehicle up into the mountains in the middle of the night. Blain stated that he did put on the repair order that the customer stated that the 'computer must be looking at girls' if the computer cannot find anything wrong.
Customer was advised that their concern is being forwarded for review.
Confirmed customer s contact information.
Preferred method of contact: Phone
Preferred contact number [redacted]
Preferred email address: N/A
Customer s concerns were reviewed with: TL-JL1168
Servicing Dealer: 59469
Spoke with: (Sales Manager or SA or Service Manager Blaine)Salesman-Jason Bruno and Service Manager-Blaine
(Sales Manager or SA or Service Manager name) states that: Salesman-Jason is working with the customer to put him into a new vehicle. Jason is waiting for the title for this vehicle.
Service Manager-Blaine stated that there is nothing wrong with this vehicle. Blaine stated that they have tried to handle this customer with kid gloves because of his disability but the customer just would not believe there was nothing wrong with this vehicle. Blain stated that he did put on the
repair order that the customer stated that the 'computer must be looking at girls' if the computer cannot find anything wrong.
Assigned CAIR to 86L
**** Dealer Notification Sent ****
Reassign back to BC405
SI Case will need to be opened in a new CAIR.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJT5 | EC[redacted] | **Open Date** | 05/09/2014 | **Built Date** | 08/16/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 10/31/2013 | **Mileage** | 5,000 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 44179 | TRANSITOWNE DODGE OF WILLIAMSVILLE | | | |
| **Dealer Address** | 7408 TRANSIT RD | | | | |
| **Dealer City** | WILLIAMSVILLE | **Dealer State** | NY | **Dealer Zip** | 14221 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | CHEEKTOWAGA NY [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Other - Default | Adaptive speed sensor and bracket |
| Product - Engine - Unknown - Other - Default | cruise control sensor |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |

****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
Customer states that they are trying fix a sensor for the auto cruise control.
SAL is the SA states the customer.
Agent asked the SA what the PART# and order status/#
PART# 68223771ag
ORDER# 00317c
ETA: 5/21/14
ordered back in 03/17/14 but just got released.
Agent advised since the issue is back order we can get this to our back ordered parts team 4-5 business days.
Writer contacted (44179 TRANSITOWNE DODGE CHRYSLER JEEP ) and spoke with (PA RYAN).
(RYAN) stated part information for order is as follows:
Part #: 68223771ag
Part Description: cruise sensor
Order #:00317c
ETA: 5/21/14
Is customer in rental? no
If yes, who authorized rental? no
Is the vehicle off road? no
Order type: Choose OneÙ (Daily/)

Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days. If an update is received sooner, customer will be contacted sooner.
Assigned case to Choose oneÙ (96W (Parts Only))
**********96W PARTS UPDATE **********
Writer called dealer at 716-634-8000 and spoke with PA Tom. Writer requested to cancel the order and reorder the part 68223771AG under special handling. PA stated he could not cancel the order.
**********END OF UPDATE **********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68223771AG,Order#00317C,OMC#26431876
on 2014-05-09 @ 16:24
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON: 05/09/14
PART NUMBER: 68223771AG
PART DESCRIPTION: SENSOR
ORDER NUMBER: 00317C
NUMBER OF DEALERS WITH PART: 0
CUSTOMER IN RENTAL (Y OR N): No
ASSIGN TO: KS1057
**********END OF TRIAGE**********
****** START OF SUPPORT ESCALATION by T8430MH******
**** Update from Expediting Team for ****
Part#68223771AG,Order#$00317,OMC#89129132
Per CAIR re-ordered special and upgraded to VOR. Ecalated to parts analyst for ETA
****** END OF SUPPORT ESCALATION ****** by T8430MH
****** START OF SUPPORT ESCALATION by T1038JD******
**** Update from Expediting Team for ****
Part#68223771AG,Order#$00317,OMC#89129132
Per CAIR re-ordered special and upgraded to VOR. Ecalated to parts analyst for ETA
****** END OF SUPPORT ESCALATION ****** by T1038JD
********** PARTS STATUS UPDATE **********
CM checked GPOP and found part status as backorder part. Current ETA for the part is not determined at this time.
********** END OF PARTS STATUS UPDATE **********
******* FIRST DAY CONTACT WITH CUSTOMER *******
CM called customer at [redacted]. CM left a voicemail message for the customer. CM informed customer that he will be his Case Manager assisting the customer to receive his backorder part to the dealership. CM informed customer that his ETA for the part is not determined at this time. CM informed customer that he will call him back on Friday, 05/16/2014. CM provided the customer his callback telephone # 855-525-5085 ext.4720321. CM thanked customer for choosing Chrysler.
******* END OF FIRST DAY CONTACT W/ CUSTOMER *******
UPS Tracking #: 1[redacted] UPS Scheduled Delivery is in transit at this time. There is no date or time to report.
CM called customer at [redacted] CM left a voicemail message for the customer to expect the part to be delivered by 05/23/2014. CM thanked customer for choosing Chrysler.
OMC# 89129132Order# $00317 FOR PN: 68223771AG IS RESOLVED
UPS Tracking #: [redacted] UPS Delivered On: Saturday, 05/17/2014 at 11:08 A.M.
CM called TRANSITOWNE DODGE CHRYSLER JEEP at 716-634-8000. CM spoke to SA Tom stated that the service repairs were not completed. CM was transferred to Parts Department for further assistance. CM spoke to PA Matt who stated that the part came in and the he will contact the service department to schedule the customer for an appointment. CM thanked PA Matt for his assistance.
Customer called because he had not received a call yet. Agent pulled up the case by the case number and advised the customer of the information provided that the part was delivered t the dealership on Saturday

05/17/14 and advised the customer that his CM had spoken with the dealership about the part and when the customer would be contacted. Customer stated that he was going to call the dealership to find out. Agent offered to transfer him over to the CM but he stated no sense getting him involved any longer.
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Dealer code: 44179
POC Name and position: SA Salvatore
POC number: 716-634-8000 ext 8031
POC e-mail: xxxxx
Current mileage: 5504
Customer concern: front camera is setting off warning alarms
Dealer diagnosis: needs adaptive speed sensor and bracket
Recommended repairs: needs adaptive speed sensor and bracket
Is the customer in a rental: no
Is the customer waiting: no
Customer name: [redacted]
All customer conta s: [redacted]
Best time of day for contact: ANYTIME
Part was ordered and has arrived, customer dropped vehicle off to have repairs completed. Writer informed SA to do no repairs until contacted by TS.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-05-20 @ 10:23
**Snap Shot**
Ownership History: 3 New
Within warranty
Service Contract: Mechanical
Customer states the dealership needs to send info to get the work released by Chrysler so they can give the car to the customer..
agent advised pictures were sent today and should be reviewed agent advised hopefully today you can hear back about the release.
Customer wants to get a release by today.
SA Sal DC 44179 called to speak with their Case Manager. Transferred the customer to CM MM2137 at ext 66057.
Dealership Contacted Writer.
Dealership advised that a TS has not contacted Dealership yet,
Customer keeps contacting dealership.
Writer advised will get in contact with the Customer,
and if no contact has occured by the end of the day today,
will get in contact tomorrow.
Customer is contacting Chrysler requesting to speak with his case manager. Agent advised the customer of his case manager s number and extension number and transferred him over to his case manager. Customer states he cannot wait until tomorrow to pick up the vehicle.
[redacted] called requesting to speak to CA MM2137. Writer warm transferred customer to CA for further handling.
Customer contacted Writer.
Customer is upset that repairs have not yet been authorized.
Writer will get in contact with TS to see if any expiditing can be done.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted Customer at [redacted]
Writer will follow up on repairs tomorrow.
Writer contacted dealership at 716-634-8000.
SA Sal states repairs will be completed tomorrow.
Parts will arrive tomorrow.
Writer will follow up tomorrow.
Writer contacted Customer at 7[redacted]
Customer requests maintenance plan or car payment.
Car payments: 1500
Writer will research and follow up tomorrow.
Writer contacted Customer at [redacted]
Writer left message.

Writer contacted Customer at [redacted].
Writer left message.
Writer contacted dealership at 716-634-8000.
Writer requested to speak with SA Sal.
Writer was sent to voicemail that was not Sal s.
Writer contacted Customer at [redacted]0.
Writer left message.
Writer contacted Customer at [redacted]0.
Writer left message,
Writer advised if unable to reach customer by Monday,
Case will be closing.
Writer contacted Customer at [redacted].
Writer offered Service Customer alleges Mileage is 5000.
Customer alleges vehicle is running fine.
Writer confirmed mailing address.
Writer advised customer of recall.
Per Line 170 Writer offered Service Contract,
Customer accepted, Customer alleges mileage is 5000.
SC:ECP520N
ECP520N Contract created. Contract number is [redacted]

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM9 | EC4[redacted] | ***Open Date*** | 05/12/2014 | ***Built Date*** | 01/30/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/15/2014 | ***Mileage*** | 200 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 05002 | FRANK C VIDEON INC | | | |
| ***Dealer Address*** | 4949 WEST CHESTER PIKE | | | | |
| ***Dealer City*** | NEWTOWN SQUARE | ***Dealer State*** | A | ***Dealer Zip*** | 19073 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] L | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | FOLCROFT PA [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Other - Default | Forward sensors are not working properly. |
| Corporate - Hard Copy Manual Order - Default - Default - Default | Hard copy manuals sent out. |

An order for printed owner materials has been placed with our fulfillment house
The following items have been selected:
Warranty
Uconnect 8.4A/8.4AN Owner s Ma
Owner s Manual
Diesel Supplement
Briefly summarize why the customer is contacting Chrysler: Customer seeking information on his forward sensors. Customer seeking how to change the Forward Collision sensors on his vehicle. Customer seeking all hard copy manuals sent out to him.
Briefly summarize what the customer is expecting: Agent sent out all hard copy manuals. Agent could find some information on the Forward Collision sensors for the customer on page 218 - 220 of the Owners manual.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG5 | EC3[redacted] | ***Open Date*** | 05/13/2014 | ***Built Date*** | 11/19/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/14/2014 | ***Mileage*** | 513 | ***Dealer Zone*** | 42 | DETROIT | |
| ***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*** | 41981 | DEUR-SPEET MOTORS INC | | | |
| ***Dealer Address*** | 33 WEST DAYTON | | | | |
| ***Dealer City*** | FREMONT | ***Dealer State*** | MI | ***Dealer Zip*** | 49412 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | NORTON SHORES MI [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front | Rain sensing wiper concern. |
| Corporate - Survey By-Pass - No 2nd Diagnosis - Default - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Unavailable wipe front sensor warning.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
One month ago we purchased a 2014 Jeep Grand Cherokee Overland. System keeps giving message in all weather conditions. Took to dealership and they found nothing. Also tells me to BRAKE with nothing in front of me. Very frustrating as it cost 2,000 extra for something I cannot use.
*****END OF CUSTOMER EMAIL*****
CONTACT UPDATE: Agent spoke with Merce-SM. SM outlined he would require time to research into Customer concerns. Recorded contact information and advised they would callback with requested information shortly.
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2014 Grand Cherokee.
I am sorry to learn of the concerns raised regarding your vehicle s front sensors. I appreciate the time taken to bring this matter to my attention.
The handling of your case will require a call to the Dealer. What I am going to do is contact the Dealer on your behalf and continue to work on this case. I will be contacting you once the Dealer has been contacted to provide you an update. This will ensure that your issue/concern/question is reviewed as quickly as possible.
I appreciate your patience as I further research into this matter with you.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Jeff
Customer Service Representative
Jeep Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****
Deur Speet claims to have driven it for 12 miles and did not get the code. I actually set up another diagnostic with a closer dealership as Deur Speet is an hour away. Trying the jeep dealership in Grand Haven, MI. Received the error message twice on a 10 mile trip there today.
*****END OF CUSTOMER EMAIL RESPONSE*****
Dear [redacted],
Thank you for your response. I have updated your file to reflect the information provided in your email. If the vehicle is at the Dealership and the issues remain unresolved, please respond using your method of choice, either by phone: 1-877-IAM-JEEP (426-5337) or by using the link provided below to advise us of this information. We will be more than happy to further review your situation at that time.
Sincerely,
Jeff
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
I took vehicle to second dealership and they found the sensor was not clipped in securely thus triggering the messages I was receiving. Boggles my mind how first dealership did not notice this. Needless to say I will not return there for service.
So far has been 5 days with no error messages :)
Thanks,
*****END OF CUSTOMER EMAIL RESPONSE*****
Dear [redacted]
Thank you for your response.
I am happy to hear the situation appears to be resolved. I have updated your records to reflect the information provided in your response.
If going forward the issues recur or you should have any further outstanding questions or concerns, please to do not heistate to recontact us.
Sincerely,
Jeff
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT5 | EC[redacted] | ***Open Date*** | 05/13/2014 | ***Built Date*** | 10/24/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 01/01/2014 | ***Mileage*** | 5,074 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 43084 | BIG O DODGE OF GREENVILLE INC | | | |
| ***Dealer Address*** | 2645 LAURENS RD | | | | |
| ***Dealer City*** | GREENVILLE | ***Dealer State*** | SC | ***Dealer Zip*** | 29606 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | TOWNVILLE SC[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Reverse Camera - Other - Default | Front camera needed adjustment due to outside influence. |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - Survey By-Pass - Dealer Call - Default - Default | |

VIN: EC[redacted]2
Dealer code: 43084
POC Name and position: Ron Holland/SM
POC number: Dealer number
Current mileage: 5,074
Customer concern: When driving along a semi the brakes would lock up and it would try to come to a stop. Crash avoidance system that is built into crash warning system was not working when customer got too close to a vehicle.
Dealer diagnosis: Outside influence. Dealer advised the front camera was physically moved, the cover was missing, and it was bent out of the way. The camera was pointed down and to the side of the vehicle, which was causing the alerts to the side, instead of the front.
Recommended repairs: Realigned camera.
Is the customer in a rental: Yes, 2 days.
Is the customer waiting: No
Customer name: [redacted]
All customer conta Cell: [redacted]
Best time of day for contact: N/A
Ron/SM advised he is seeking 1.0 hours diagnostic time and 2 days rental. CA advised due to issue being resolved, claim will be paid, though typically, outside influence is not a warrantable concern. Ron/SM states the customer has made several allegations that he is seeking lemon law due to not being happy with the purchase. Ron/SM advised it is in his opinion that this was deliberate. DM Notes entered for claim payment.
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS

warranty repair has been approved. Remember ALL PRE-authorization
requirements for Digital Imaging and the Powertrain Service Center still
apply. When submitting for pre-authorizations include this case number.
DM Notes have been entered into GCS indicating Customer Care approval.
When repairs are completed, submit your claim as you would normally
and update this case and return it to Customer Care.
##################################
REASSIGNED TO BC/DLR 66 43084 05/13/14 16:40 O 2[redacted]
Claim approved as a gesture of goodwilll.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJG1 | EC[redacted] | **Open Date** | 05/13/2014 | **Built Date** | 07/09/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/02/2013 | **Mileage** | 10,854 | **Dealer Zone** | 71 | LOS ANGELES | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PEP | DEEP AUBURN PEARL COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 45646 | CHRYSLER JEEP DODGE RAM MARIN | | | |
| **Dealer Address** | 201 CASA BUENA DR | | | | |
| **Dealer City** | CORTE MADERA | **Dealer State** | CA | **Dealer Zip** | 94925 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | FAIRFAX CA[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Body / Trim / Paint Finish - Unknown - Other - Unknown | housing around collision avoidance sensor |
| Product - Suspension - Unknown - Other - Unknown | suspension service light |
| Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default | temperature gauge not working intermittently |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - Survey By-Pass - Default - Default - Default | |

Please see CAIR #24887159 for further information.
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
All customer contact numbers: [redacted]3
Customer email address is: c[redacted]
Writer advised SM, Chris at 415-886-3225, about customer concern with the suspension service light and that writer was planning to provide customer with a SC for oil changes.
SM stated that the general mileage between servicing is around 8000, but does differ. SM stated that he did not show an appointment listed yet.
CONTACT UPDATE - 1st Contact attempt, new case so check can be sent.
Agent attempted to contact customer at [redacted], however, customer was not available.
Writer asked if customer had been able to schedule a time to take vehicle in for suspension service light concern. Writer stated that a follow-up would be made no later than 5/20 and that an email would be sent with new case number as check has now been sent under previous case number.
Status update provided via email to the following email address:
[redacted]
Here is your new case information as well as my contact information for you to have available:
Jeep Case Advocate telephone number: 800-763-8422
My direct extension: 66329

My normal work hours: 9:30AM-8:00PM M-T-TH-F
End of Status Update
Writer contacted customer at [redacted] and was advised that customer had called the dealership a couple times and was told he would be getting a call back, but had not yet. Customer stated that they seem to be really hard to get a hold of.
Writer stated that the dealership would be contacted to try and expedite getting a call back to make arrangements to get vehicle in and that customer would be contacted by 5/23 with any update available at the time.
Customer stated that he would try to contact the dealership again as well.
Writer left message for Chris, SM, about customer issue with getting appointment scheduled.
Writer left message for Chris, SM.
Service Advisor (SA), Renand, stated that customer has left messages for him and vice versa.
Writer asked for next available time to have vehicle brought in and mentioned the possibility of doing an oil change on the visit as well.
SA stated that next Wednesday around 8 AM would be the next available and that, although he does not have any available vehicles to use now, he is confident that he would have vehicles back in by then. SA stated that customer had an oil change done in February at about 6,000 miles and would not need another one yet.
Writer asked SA to put customer in at 8 and that writer would call back if that was not going to work, by tomorrow.
SA extension is 2226.
Agent attempted to contact customer at [redacted] however, customer was not available.
Writer informed customer about appointment time tentatively scheduled and asked to confirmation. Writer stated that a follow-up would be made by end of business tomorrow if no update from customer or dealer prior.
Writer left message with case number and Writer s contact information.
Agent attempted to contact customer at [redacted], however, customer was not available.
Writer left message that another follow-up would be made by end of business on 5/27 if no confirmation from customer by then and would also send email today with information.
Writer left message with case number and Writer s contact information.
Status update provided via email to the following email address:
[redacted]
I left a message with more details, but wanted to email you as well to let you know that I have set up a tentative appointment on Wednesday 5/28 at 8 AM for you to take your vehicle in for diagnosis. If I do not hear from you by end of business on Tuesday, 5/27, I will follow-up with you then.
Have a great holiday weekend!
End of Status Update
Writer contacted customer @ [redacted]. Customer states appointment was rescheduled for Thursday, 5/29. Writer advised CA SH950 will follow-up by EOB on 5/29.
Dealer code: 45646
POC Name and position: Chris\SM
POC number: 4158863225
POC e-mail: chrishardey@cjdr.com
Current mileage: 10594
Customer concern: service suspension light comes intermittently, C15A8-2A, C15A7-2A,
Dealer diagnosis: Suspension switch
Recommended repairs: Suspension switch
Is the customer in a rental: Yes
Is the customer waiting: No
Customer name: [redacted]
All customer contact numbers: 4[redacted]
Best time of day for contact: Any
CA stated to SM\Chris to go ahead and order the part.

Agent attempted to contact customer at [redacted] however, customer was not available.
Writer stated that the dealership had called and were ordering part needed and that writer will check on status of part tomorrow and will expedite if needed. Writer stated that a follow-up will be made the first part of next week unless new information is obtained from the dealership that he is not aware of.
Writer left message with case number and Writer s contact information.
Writer contacted Chris, SM, and asked about part status.
SM stated that the part is about a week out and that customer opted to pick up his vehicle and return the rental until the part is in and that they will have customer come back in next week for repair. SM stated that the repair should be completed the same day and will put customer in rental again and stated that customer was glad that the issue was diagnosed and resolution found.
Part #68141342AC
Order #00530A
No current ETA
Writer submitted part for expediting.
**********96W PARTS UPDATE**********
Writer dialed dealer, spoke to PA Jason. PA states has not seen part yet.
Writer advised part is in transit on dealer truck, therefore no tracking.
Writer provided PA with email for confirmation. Writer thanked PA. Ended call.
**********END OF UPDATE**********
Chris, SM, checked and stated that the part has not arrived yet.
45646 CHRYSLER JEEP DODGE RAM MARIN dialed 415-886-3222.
SM Chris was not available. Parts Manager Nate states the ETA is showing for 06/07/14 or sometime this week but he cannot tell for sure.
Agent attempted to contact customer dialed [redacted]
CA spoke with customer advising customer that CA did contact dealer and was advised that part is showing to arrive at dealer 06/07/14. CA advised customer that dealer estimated that part should arrive either tomorrow or Friday the latest but the part is being tracked. Customer understood but states he got his vehicle back and the thermometer is not working he is so frustrated going back and forth and wants CA to call him back so he can discuss what the next steps are due to vehicle being so new. CA advised customer CA can have his CA contact him Friday the latest customer states for CA to call him back at her convenience.
**********96W PARTS UPDATE**********
Writer dialed dealer, spoke to PA Jason. Jason confirmed the part arrived for the customer.
**********END OF UPDATE**********
Chris, SM, confirmed part was in and that they had reached out to the customer, but there was no appointment set yet.
Writer informed SM of customer concern with the thermometer not working, so that dealership can plan to address when vehicle is brought in for repair.
SM stated that the earliest customer would be able to bring vehicle in for repair is Tuesday right now, with how far out they are.
Left message for customer advising part is at dealer and to set appointment for repair, call CA with appointment information.
Writer contacted customer at [redacted] and asked if customer had made arrangements to take vehicle in for repair and diagnosis.
Customer stated that he had to go out of town for a week on a road trip on Friday and would likely try to get vehicle in after that since he did not think it was a crucial repair and that it usually takes a couple days each time he takes the vehicle in, but would call the dealership to check as well as schedule an appointment if it is works out. Customer asked what else could be done as it has been frustrating with as many issues as the vehicle has had. Customer stated that he purchases a new vehicle every 3-4 years and has never had this type experience and does not have the time to keep going back to the dealership. Customer stated that he had appreciated the car payment, but that he would pay another $1000 to not have to take his vehicle in anymore for problems.
Writer mentioned an extended warranty for the vehicle and then a

maintenance Service Contract (SC) since the extended warranty would not likely help since the vehicle is leased and would not be keeping it that long. Customer stated that he did not know what the maintenance schedule is on the vehicle and just wants another vehicle.
Writer advised customer that the case could be sent to a CAIR Analyst Team for review.
Is there any damage to the vehicle? No
Actual/accurate mileage? 10,854
Is the vehicle leased or purchased? Leased
Name of lender: US Bank
Is the customer in a rental right now? No
Is this vehicle used as a personal vehicle or for a business? Personal
Are there any modifications to this vehicle? No
If Chrysler makes an offer to replace the vehicle, what dealer does the customer prefer to work with? 68707, MICHAEL STEAD S HILLTOP CHRYSLER
Writer stated that he may be contacted again if there are more questions that need to be asked pertaining to his particular state.
Customer stated that the current issues remaining with the vehicle right now are the service suspension light and the temperature gauge. Customer stated that the other day, the temperature was 91 degrees outside, but the gauge read 64 degrees and did not change the whole day, but then worked correctly on a different day. Customer stated that he had been without his vehicle for about 30 days so far with multiple trips.
Advised the customer of incomplete recall P14 for this vehicle and that the dealerships are working getting parts in for the recall.
Writer stated that it may take 7-10 business days for the review and would be about the time that customer returns to town.
Writer assigning case to 91L for replacement vehicle.
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
Called customer and left voicemail asking for a call back regarding his vehicle concerns. *** Follow up with customer 6/17
Called customer and left voicemail asking for a call back regarding their vehicle concerns. *** Follow up with customer 6/19
Status update provided via email to the following email address:
[redacted]
My name is Michael and I am your new Jeep Case Manager. I have been trying to get in touch with you by phone for the past week, but have been unsuccessful. If you would like my assistance with your vehicle concerns, please give me a call back or respond to this message.
Thank you,
-Michael
Chrysler Customer Care
214-583-2162
End of Status Update
Sent customer final email asking him to contact me if he would like my assistance with his vehicle concerns.*** Standby to close 6/20

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG6 | EC[redacted] | ***Open Date*** | 05/15/2014 | ***Built Date*** | 03/01/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/26/2014 | ***Mileage*** | 1,200 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PEP | DEEP AUBURN PEARL COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 42243 | DAYTONA DODGE CHRYSLER | | | |
| ***Dealer Address*** | 1450 NORTH TOMOKA FARMS ROAD | | | | |
| ***Dealer City*** | DAYTONA BEACH | ***Dealer State*** | F | ***Dealer Zip*** | 32114 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | TITUSVILLE FL [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Maintenence Requirements - Default - Default - Default | The customer is looking for information about his FCW system |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: The customer state one thing does not work on the vehicle. The customer states the collision avoidance does not work.
Briefly summarize what the customer is expecting: The customer is looking for looking for assistance with the FCW system set up. The writer walked the customer through the explanation of the system on Page 321 of his owner s manual. The writer walked the customer through the sets to turn the FWC on from page 219. The writer advised the customer that if this does not work properly he will have to get his vehicle into his certified Chrysler dealership for further assistance.
861- no diagnosis

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG2 | EC1[redacted] | ***Open Date*** | 05/17/2014 | ***Built Date*** | 04/20/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/09/2013 | ***Mileage*** | 8,322 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 26871 | MAGUIRE CHRYSLER DODGE JEEP RAM | | | |
| ***Dealer Address*** | 502 N FRANKLIN ST | | | | |
| ***Dealer City*** | WATKINS GLEN | ***Dealer State*** | NY | ***Dealer Zip*** | 14891 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | WATKINS GLEN NY 1[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | states adaptive cruise control is no longer working |
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | states airbag light has come on |
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | states check engine light comes on at times |
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | states gauges go blank while driving |
| Product - Electrical - uConnect Cellular System - Other - Default | states he is having many problems with the Uconnect system |
| Product - Body / Trim / Paint Finish - Seat Belts - Other - Default | states seat belt warning light has come on and stays on |
| Product - Drivability - Unknown - Hesitation/No Power - Default | states vehicle loses power and sometimes will not go over 10 MPH |
| Corporate - Survey By-Pass - No Decision On Offer - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Poor Reliability of Grand Cherokee
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Just thought I would send a note indicating my displeasure with my 2014 Jeep Overland purchase. So far the vehicle has not made it to an oil change without an intervening trip to the service department. I have had multiple problems with the uConnect system, the Dash Gauges have gone blank while driving, vehicle lost of power and barely was able to go over 10 MPH (limp mode?), occasional Check Engine Lights and most recently the Seat Belt Warning and Air Bag Warning lights. I have now waited over 2 weeks for an ORC module (still on back order). In addition I also noticed that I can no longer use my regular or Adaptive Cruise Controls, but I am hoping that is related to the Seat Belt/Air Bag Warning lights. Needless to say after purchasing several Jeeps (starting with a 1980 CJ7) it is highly unlikely that I will ever purchase another Jeep/Chrysler product. I trade vehicles every two or three years because I do not want to deal

with reliability problems. My 2010 Grand Cherokee Limited was almost flawless, it had close to 20,000 miles on it so I traded it before any serious problems arose. At the present time I am looking for a replacement vehicle and will most likely trade it as soon as the 2015 models from other manufacturers are available for ordering.
*****END OF CUSTOMER EMAIL*****
Dea[redacted],
Thank you for contacting the Jeep Customer Assistance Center.
We are very sorry to learn of the problem you have encountered and have documented your concern.
We are currently unable to assist with your concerns at this time as your email did not contain the proper VIN information. Please reply back to the link below with The correct VIN.
We will be more then happy to further assist you with your inquiry once the above information is provided.
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,
Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Sorry, the VIN number I entered was from my old 2010 Jeep. The VIN number for my 2014 is: 1C4RJFCG2EC[redacted]
*****END OF CUSTOMER EMAIL*****
Dear[redacted],
Thank you for contacting the Jeep Customer Assistance Center.
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. A case has been opened for you and the number is at the bottom of this page.
Due to the nature of your concern, your file has been escalated for further review. We feel this referral action will provide the best resource for your concerns. An agent will attempt to contact you within one business day at the phone number provided in your email ([redacted]). If you wish to be reached at an alternative number, please respond so we may update your file appropriately.
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,
Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Customer advised a call back is required and will take place within one 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: d[redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 26871
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T* * * * * *
In Warranty
MVP - None
Ownership History - 6 New 0 Used
Status update provided via email to the following email address:
[redacted]
Hello, my name is Jennifer and I have been assigned as your case manager.
This email is confirmation that your case[redacted] was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted]4, within the one business day as promised. My office hours are 6:00AM 2:30PM (Mountain

Time). My contact information is 800.763.8422 EXT 66159. If your preferred telephone number mentioned above isn t correct, please reply with the correction
End of Status Update
Writer called dealer 26871. Writer spoke with Service Manager Bruce who alleges has placed an order for a module that has been placed since 4/29/14 and has still not come in. SM states the part number is: 56054067AC however did not have the order number available when speaking to writer. Writer advised would try to get the part expedited to the dealership for this customer. When writer went through GPOP there are 2 order numbers: Order numbers are: S05161 and D04291.
1st Contact Update: Writer called customer [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66159. The reason for the customer contact was to provide or request the following information: 1st contact update. Calling to let customer know trying to get part expedited to the dealership and find out expectations etc.
Writer received a call back from customer. Customer left message on writers voice mail stating that customer had received writers phone call.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#56054067AC,Order#S05161,OMC#26829581
on 2014-05-19 @ 16:17
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON: 05/19/14
PART NUMBER: 56054067AC
PART DESCRIPTION: MODULE
ORDER NUMBER: S0516
NUMBER OF DEALERS WITH PART: 8
CUSTOMER IN RENTAL (Y OR N): N/A
ASSIGN TO: KS1057 CAIR HAS AN 88 CM
**********END OF TRIAGE**********
Writer called customer at [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66159. The reason for the customer contact was to provide or request the following information: Writer left voice mail on customers voice mail advising expediting parts to dealership. Writer advised will follow up with customer again no later than Thursday 5/22/14.
********** PARTS STATUS UPDATE **********
CM checked GPOP and found part status as ETA based upon a future scheduled order to the supplier. Current ETA for the part is 07/07/2014.
********** END OF PARTS STATUS UPDATE **********
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#56054067AC,Order#$S0516,OMC#89196520
Order has been ruled to PN 68222877AA. ETA to receive order is 2-3 business days.
****** END OF SUPPORT ESCALATION ****** by T3755BF
****** START OF SUPPORT ESCALATION by T9783CB******
**** Update from Expediting Team for ****
Part#56054067AC,Order#$S[redacted],OMC#89196520
Order has been ruled to PN 68222877AA. ETA to receive order is 2-3 business days.UPS TRACKING# 1[redacted]
****** END OF SUPPORT ESCALATION ****** by T9783CB
Writer called dealer 26871. Writer spoke with Service Manager Bruce. SM stated the part has not come into the dealership. SM stated would call customer as soon as part came in to the dealership.
Writer called customer at [redacted]. Writer left voice mail that the dealership is still waiting on part for the vehicle. Writer advised will follow up with customer no later than Tuesday 5/27/14
OMC# 89196520Order# $S0516 FOR PN: 56054067AC IS RESOLVED
Writer called dealer 26871. Was told had the wrong number Writer called dealer 26871 again. Writer spoke with Service Manager Bruce. SM stated part came in today and is calling customer to bring vehicle in to do

repair on vehicle. Writer will follow up with dealer and customer on 5/27/14.
Writer called dealer 26871. Dialed 2 times and it is busy.
Writer called dealer 26871. Writer spoke with Service Manager Bruce. SM stated parts are in, the receptionist called the customer and there has been an appointment set for tomorrow 5/28/14 at 8 am. Writer advised will follow up with SM again on 5/29/14.
Writer called customer at [redacted]. Writer spoke with customer and verified appointment scheduled for tomorrow 5/28/14 at 8 am. Writer also advised customer of the recall P14 showing as incomplete on customers vehicle. Customer stated will mention it to Service Manager Bruce to see if it can be fixed while vehicle is in the dealership getting repairs done. Writer advised will follow up with the customer no later than Friday 5/30/14 and will follow up with the SM no later than 5/29/14 for an update on the vehicle.
Writer called dealer 26871. Writer spoke with Service Manager Bruce. SM stated that the vehicle has been completed and picked up as of 5/28/14.
Writer called customer at [redacted] Writer spoke with customer who stated does have the vehicle back and is very happy with the repairs on the vehicle. Writer offered customer some oil changes customer declined stating 'it s not worth it'. Writer advised customer case would be closed however, does remain in our files for 30 days. Writer will follow up with customer in regards to offer in 4 days to see if customer has changed mind before closing the case.
Writer called customer at [redacted]. Writer left message on customers voice mail advising case will be closed in 2 days however, writer was following up with customer to see if customer had changed mind regarding the oil changes. Writer asked for a return call from customer.
jl1355 authorizes case to be closed

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFDJ4 | EC[redacted] | **Open Date** | 05/19/2014 | **Built Date** | 08/05/2013 | |
| **Model Year** | 2014 | **Body** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 09/05/2013 | **Mileage** | 13,000 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 66325 | BAYSIDE CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 21219 NORTHERN BLVD | | | | |
| **Dealer City** | BAYSIDE | **Dealer State** | NY | **Dealer Zip** | 11361 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | FLUSHING NY[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Transmission / Transaxle - Transfer Case - Noisy - Default | clicking noise |

Briefly summarize why the customer is contacting: customer called asking for a lemon law buyback
Briefly summarize what the customer is expecting: agent informed customer that by this he would not be legally filling for lemon law but well be focused on fixing the vehicle before a buyback agent said he would escalate the case for review
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: s[redacted]
Who has possession of the vehicle? Dealer
Is this a request for Lemon Law, buy-back or replacement? yes
Reassigned to 91L
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
Called Bayside CJD and spoke w Service tech named Jay to get update on repairs. Tech stated that system has been down since yesterday and update was not available at this time and not aware of SA handling case. I advised service tech that I will call back later this evening for repair update. ***follow up with dealer to get update on vehicle repair status 5/22/14****
Called Bayside CJD and a service tech stated that SA Sheng is assigned to this case and was not in today, will be back to work on Thursday 5/23/14. Tech stated no update on repair order and no one else can give an update. ***Follow up with dealer to get update on 5/23/14***
Called owner to return his call he left for me. Customer was upset that he didn t have transportation for weekend. I advised no update from dealer on repairs and I can get a rental car for him today. Customer said

that he didn t want rental and only wanted a refund or replacement.
Customer stated that he was lawyer and will send this to his associates
if he needed to. I apologized for his inconvenience. I also advice owner
that I m working on a resolution options to solve his problem. I asked
again if he wanted a rental so I can have ready for him today. Customer
agreed to rental and said that he will wait for my call today. ****
Follow up with dealer for update with SM and rental.****
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-05-22 @ 19:04
Called dealer Bayside was adviced that the SM and SA Sheng was gone for
day per service tech. **** Follow up with dealer 5/28/14***
Called customer who stated he wants a replacement vehicle because now his
shocks are being replaced and his transfer case was just replaced.
Customer states the dealership informed him his shocks would not arrive
until 6/10/14. Informed customer I would contact the dealership to verify
this information and would contact him 5/30 with an update.
>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>Called Bayside CDJ and no one in service
was available. Left voicemail requesting call back to verify the status
of the customer s vehicle. Also escalated to TAPS for assistance.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Customer called left message for me to call him back.
Placed initial call to customer. I explained that their case has been
escalated to me for special handling and I would like to assist with
vehicle concerns. I provided my name and number for him to call me back.
***follow up with customer & dealership 05-30-2014***
Customer called in LVM for me to call him back.
Called customer back, LVM for him to call me back.
Customer called back, stated he is having serious issues with his new
vehicle & currently they will be replacing the shocks, but the parts are
on back order & due to come in 06/10. Customer states he no longer wants
a replacement vehicle; he would like a Buy Back. Advised I will review
his case & will see what options we may have to offer him. Advised I
will contact his dealership for status of repairs and if they need any
parts expedited. Advised customer will call them back on Monday 06-02
for status.
Called Bayside Chrysler Jeep Dodge dealership to speak with an about the
status of customer s vehicle, spoke with Adrianna who stated that SM Bob
is handling this case & he is gone for the day. Adrianna took my name &
number & will have Bob SM call me back tomorrow. ***Follow up with
dealership 05-30-2014***
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Called Bayside Chrysler Jeep Dodge dealership for status of customer s
vehicle. Spoke with Sheng SA. Rear shocks are being replaced & two
aluminum wheels & tire pressure sensor as well. They are currently
waiting for shocks to come in & are due arrive on June 5th. Gave Sheng
SA AJT36 s phone number since he is waiting for their call.
Called customer LVM, advised dealership waiting for the parts & are due
to come in 06/05 & I will contact dealership and customer to follow up on
the repairs then. ***Follow up with dealership & customer 06/05/2014***
CAIR ESCALATION UPDATE
SEE STAR CASE# 6[redacted]0 FOR INFORMATION
Customer called in LVM for me to call him back.
Called customer back, LVM for him to call me & apologized for not calling
him back sooner, I had been on the phone when he had called in. Left him
my phone number for him to call me back.
Customer called back stated he had not received my messages, his phone is
having issues & he is unable to get his messages. Customer stated he no
longer wants the vehicle & wants a replacement. He states he is making
payments & insurance payments he wants a buy back or replacement. He
will not accept anything less than a replacement vehicle. Advised I will
review his case to see if there is anything else I can offer and get back
to him in a couple of days. ***Follow up with dealership & customer
06-05-2014***

***Called customer LVM that I am follow up for CM RH1233 and that she is still reviewing his case for a possible resolution. I also advised to CM will contact him again on 6/6.
***Follow up with customer on 6/6
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Customer called in LVM for me to call him back.
Called Bayside Chrysler Jeep Dodge dealership spoke with SA Sheng. Per Sheng vehicle is repaired & updated RO. Per Sheng customer stated vehicle would brake when no other vehicles around, they road tested vehicle & no problem found. They have also made the following repairs: Fender flares have been re-secured. Rear shocks have been replaced and noises have been verified to be gone. Left & right front rim were bent and replaced. Tire light was on due to bad sensor so Tire Pressure Sensor was replaced. Per Sheng, vehicle is ready to be picked up.
Called customer back advised vehicle is repaired but customer stated vehicle is still having the same issues, it brakes when there are no other vehicles around and he is still having the noise coming from the transfer case which wasn t there when he originally purchased the vehicle. Customer states he is disabled and it is not easy for him to be taking the vehicle back and forth to the dealership. Advised I will review his case for options other than just repair. Customer stated he wants a replacement vehicle or his money back or he will be filing Lemon Law with is attorney. Advised I understand this is his right to do so but that I would still like to assist in the repair or other option with his vehicle. Advised customer will review his case & call him back by next Wednesday 06-11. Customer good with this. ***Follow up with customer 06-11-2014***
Customer called in LVM for me to call him back.
Called customer back advised needed some clarification. Customer stated I was supposed to call him back yesterday, but I had advised him that I would be calling him today. Asked customer who [redacted] is & he stated that is his wife & they purchased vehicle new on 09-05-2013.
Called Bayside Chrysler Jeep Dodge dealership spoke with Carmela who verified vehicle was purchased by customer There is a CAIR in the system #[redacted] stating that a Technical Advisor went out to the dealership & per TA the vehicle is performing as designed, no fault codes present, all software up to date. Vehicle was test driven 30 miles. Per TA no further repairs recommended.
Called dealership for status of repairs spoke with Sheng SA, customer brought vehicle back in today for FCW Front Collision warning sensor, while he is driving vehicle will brake by itself while no other vehicles are around & also stated when customer backs vehicle he still hears the clicking sound. As per Sheng SA the clicking sound when he goes into reverse is an operating as designed condition. Per Sheng SA the service manager Bob Kennedy will be road testing the vehicle to check for braking issue.
Called customer back advised per Sheng SA, the SM Bob will be test driving his vehicle to duplicate the issues. Advised that per the TS the clicking sound when he goes into reverse is a normal sound for the vehicle & performing as designed. Per the customer, does not care what the TS states, his vehicle did not do the clicking sound until 10,000 miles. Customer at this point became very upset and said the he is not interested in any repairs to his vehicle. Customer stated that his previous CM offered him reimbursement & I have not offered him anything. I tried to let customer know that any compensation would be offered once his vehicle was repaired. Customer states he is not interested in payment reimbursements, he wants a replacement vehicle or a buy back and he wants the information in writing. He asked me to make a decision right now of whether or not I will be replacing his vehicle. Tried to tell the customer that at this very moment I am not able to offer him a replacement, and wanted to state that I am still reviewing his case, but customer would not let me finish speaking. Customer also stated that he is going to go on Facebook and Twitter and state how badly we are being to him & also to tell everyone NOT to purchase one of our vehicles. He also stated that he was going to use my name & put it on Twitter and

Facebook too. At this time he asked to speak with my Supervisor, I attempted to tell the customer that she may not be able to do any more than what I am doing for him, but he still requested a call from her. Emailed Supervisor SL670 to call customer back. ***Follow up with dealership & customer 06-13-2014***
Called customer at customer s request for a supervisor call back. Left voicemail requesting call back to discuss customer concerns.
Called customer advised that his case is still being reviewed for options other than just replacement. Customer states he would like dealership to update the Recall & I advised that the dealership usually does that automatically. ***follow up with customer 06-17-2014***
Called customer, LVM for him to call me back.
Customer called back LVM. Called customer back advised we are offering a replacement vehicle and that a Replacement Coordinator will contract them in 5-7 business days. Replacement process can take up to 30 days so if the vehicle gets repaired within that time he will have to pick up his vehicle since they are still responsible for their current vehicle, but you will still receive your replacement vehicle. Customer stated that he would tell the dealership to stop working on his current vehicle & leave it at the dealership & I advised him NOT to do that since he is still responsible for his current vehicle until he gets his replacement. He also stated that he wants a 2015 and asked me what year vehicle he will be receiving. Advised I did not know about that part of the process, that the Replacement Coordinator would be able to explain that better to him. Closing Case.
initial call. explained msrp to msrp towards CDJR vehicle. customer states he wants 2015 model because he thinks there will be same problem with 2014. customer had rubber mats added(paid out of pocket), also have warranty for tires and rims and extended warranty which he would like transfered. customer states i have to get paperwork from dealer. he s going back and forth to hospital because his mom has cancer. explained I ll get contact at dealer and email him with information.
***customer stated his mom s name is on registration

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG3 | EC[redacted] | **Open Date** | 05/30/2014 | **Built Date** | 09/27/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 12/27/2013 | **Mileage** | 1,500 | **Dealer Zone** | 35 | WASHINGTON | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PFS | CASHMERE PEARL COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 60433 | CRISWELL CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 84 BUREAU DR | | | | |
| **Dealer City** | GAITHERSBURG | **Dealer State** | MD | **Dealer Zip** | 20878 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | E-MAIL |
| **Address** | [redacted] | **Home Phone** | |
| | DARNESTOWN MD[redacted] | **Country** | UNITED STATES |

Corporate - Product Information - Default - Default - Default

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Lemon Grand Cherokee 2014
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Car gear rushes, all sorts of problems, ran out of gas, no way to put into neutral, Worst navigation design in the world, thinks I live in Colorado, I hate, hate hate this Jeep. piece of junk. Horrible design
*****END OF CUSTOMER EMAIL*****
VIN:EC279434
Mileage:1500
Servicing Dealer:Criswell Dealer
Title:
First Name[redacted]
Middle Initial:
Last Name[redacted]
Address 1:[redacted]
Address 2:
City:Darnestown
State:MD
Zip:2[redacted]
Email[redacted]
Work Phone:3[redacted]
Dear[redacted] contacting the Jeep Customer Assistance Center.
We are sorry to hear of the issues you are having with your vehicle. I noticed that the uConnect system does have an update available that may help with the navigation problem you are having. You can download the update from the www.driveuconnect.com website. If that does not work you can also contact the dealership. We would like to contact the dealership to see if we can do anything to assist. which dealership have you been working with?
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,
Robert
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
Hi Robert,
We are stuck with Criswell in Gaithersburg. They supposedly ordered a part
to stop some of the problems faulty reading problems and the failure of the
car to switch gears about a month ago but I ve never heard back from them so
assume either it is on back order or they have forgotten about us. I am
very suspicious about this car, and think there was something seriously
wrong with it when I got it. I would like to know when it was mfg. and how
long it sat around. We are scared to death of it. The idea that we could
not put it into neutral when we ran out of gas has me extremely worried. If
you don t get that fixed I think you will have fatalities. Someone runs out
of gas on the highway or a winding road , the car is in drive, and it can t
be taken out of Drive so it can be pushed to the side? Fatalities waiting
to happen. If you take away the mechanical ability to take a car out of
gear by making it all electronic, when the electronics fail, the car can t
be controlled. Whatever idiot allowed that should be fired.
Wendy Bierwirth
*****END OF CUSTOMER EMAIL*****
Dear [redacted],
Thank you for the dealership information. We will contact them to see
what we are able to do for you. We will contact you once we have more
information.
The vehicle is able to be put in neuteral while the power is off. The
instruction on how to do this are in the owners manual under What to do
in an emergency on page 565 - 568.
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,
Robert
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CUSTOMER EMAIL*****
Dealer Code: 35- 60433 Dealer Name : CRISWELL CHRYSLER JEEP DODGE
Dealer Phone : 301-948-0880 Writer called over to speak to the service
manager. SM Joe advised that the vehicle was there 4/15/2014. Joe states
that they did a software update. Joe states they ordered a camera for the
vehicle for the front collision warning camera. Joe states that the part
is not in yet. Joe states that he is going to look into it and contact us
back.
**********
Service Manager Joe called again to correct the information. Joe stated
that they have received the part and were going to contact the customer
to have it fixed.
Dear Wendy,
We have spoken to the dealership and they stated they have the part in
for you and will be in contact to set up an appointment. If we can be of
assistance in the future please feel free to contact us.
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,

Robert
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
Dear Robert,
I want to let you know that I am again taking my Jeep in for service next week because of the transmission and other items that have us extremely scared. If there is a better service center to go to than Criswell, I am happy to try it.
I will probably forget some of the problems but here are what I recall:
1. Transmission: I have been made aware of a batch of bad transmissions in the G Cherokee. Mine is clearly one of them. I understand Chrysler will only replace it if the customer insists. I insist!!
a. Routinely refuse to change gear. I can only get it out of first gear by putting it into Sports mode and then back into regular mode.
b. has started popping out of gear into neutral while the car is in motion and will not go back into gear. THIS IS A LIFE THREATENING DANGEROUS SITUATION. THE TRANS MISSION MUST BE REPLACED!!
2. Cruise Control doesn t work.
3. Engine light remains on all of the time. They tried to take it off when it was serviced last time but did not succeed.
4. FCW doesn t work. They replaced the module. Before it just told me I was about to crash when I was alone on the road or went through an EZPass fast toll booth or radar area. Now it just doesn t work at all.
5. Navigation system routinely goes off into nowhere (off the road on the map) and constantly says it is having to reroute. These are not on new roads.
6. USB in forward console does not work. They said they repaired it. It doesn t work for me, either on my old phone or new one, or any other USB connections. Consequently I cannot update the software.
7. Select Terrain does not work. Can t tell if it is the whole mechanism or just the light out on the module.
8. Phone periodically disconnect and I get a message that it needs service. It will not reconnect. This happens on 2 different phones.
9. I left the keys in the car. Knew it could not lock. It did. Small dogs inside. The app would not unlock it. Worked with UConnect by phone. They could not get it to unlock and told me to call the fire department. I kept trying the app while waiting for the fire truck and it finally unlocked.
I m sure by the time I get an appointment I ll remember the rest of the problems.
Hope you can see why we are beginning to think this $50K car is a death trap and need to be comfortable these issues are being resolved.
Any assistance you can provide in getting these problems rectified is greatly appreciated.
Kind Regards,
Wendy Bierwirth
Wentworth Aero LLC
Executive Director
OFFICE: 1 301 869 4600 ext. 11
DIRECT (Follow Me #): 1 301 658 2069
Fax: 1 301 869-2700
Skype: wendybierwirthusa (for international callers)
*****END OF CUSTOMER EMAIL*****

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT7 | EC[redacted] | ***Open Date*** | 05/27/2014 | ***Built Date*** | 0 /12/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 01/04/2014 | ***Mileage*** | 13,971 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***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*** | 61339 | JACK POWELL CHRYSLER DODGE | | | |
| ***Dealer Address*** | 1625 AUTO PARKWAY SOUTH | | | | |
| ***Dealer City*** | ESCONDIDO | ***Dealer State*** | CA | ***D aler Zip*** | 92029 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | SAN DIEGO CA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | ACC/FCW fault concern. |
| Product - Electrical - Electronic Stability Program - Defective - Default | ESC light concerns |
| Product - Engine - Unknown - Other - Default | blue smoke |
| Product - Electrical - Heated Seat - Other - Unknown | intermittent/improper operation |
| Product - Electrical - uConnect Cellular System - Other - Default | multiple radio concerns |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - Rental Vehicle - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer contacting stating that his vehicle is with the dealer for service and that he is seeking assistance in resolving his concern.
Briefly summarize what the customer is expecting: Customer is expecting resolution.
Customer states that he has the following issues:
-Blue smoke coming out of tail pipe when on an incline. (did an oil pan switch per TSB) still occurring.
-Pixels in the instrument cluster., (replaced instrument cluster) still occurring.
-Radio is giving a 911, vehicle phone requires service. (new radio ordered and placed in vehicle) still occurring. Illuminates the 911 light on the mirror, light stays on even after the warning disappears.
-Radio resets to default settings.
-ESC light comes on at times and will stay on until the vehicle is turned off. (booster valve that was defective, replaced) still occurring.
-ACC/FCW disabled light comes on intermittently. Dealership states that the vehicle doesn t have this feature.
-Heated/vented seats work intermittently. On low the seats feel hotter/cooler than when on high.
**********
customer states that the dealer advised him they had opened a STAR case.
Writer notes that there is no STAR case on file.

Writer contacted the dealership.
Service department unavailable.
Writer advised that the case would be escalated due to customer satisfaction and to reduce inconvenience during escalation process.
Customer is expecting STAR to be contacted on the above concerns and to have further technical assistance.
Customer advised a call back is required and will take place within one 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: email not provided, email on file is for customer s father (customer ID is the same for the two of them.
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes, unable to resolve.
If a CDJ dealer has diagnosed, what is the dealer name or code? 26818
Reassigned to 88F
**Writer advised of recall**
* * * * * CASE MANAGER TEAM - District O * * * * * *
Original Owner: In Warranty
Household: 2, New 0, Used
Service Contracts: LIFETIME UNLIMITED MILEAGE MAXIMUM CARE
Writer contacted SM Chris at (26818). SM explained the vehicle is not currently at their dealership. Customer picked up vehicle last week. SM stated that the customer has access to a TCB and is constantly coming in complaining about all kinds of things. Some of the current issues customer is alleging are happening; first the check engine light keeps coming one, Also there is a light on the interior of the vehicle that comes on. SM said they have contacted internal resources including SK915 as well as the area tech advisor also Mike McDowell. SM verified customers email address as ron.g[redacted] SM also verified last known mileage as 10733. SM sent writer the emails they received from the customer to review. SM said currently they are waiting to hear back from the internal resources they have contacted. Writer advised they will follow up next week on 06/03/2014.
Status update provided via email to the following email address:
[redacted]m
My name is Misty and I have been assigned as your case manager. Here is some information that will be helpful for you to have.
My contact information: 800.763.8422 EXT 66235
My hours in the office: 8:30 am- 5:00 pm
I will contact you within one business day by telephone to review your case with you.
End of Status Update
Agent attempted to contact customer, Email sent.
Writer contacted customer s father who directed writer to call [redacted] which is their son.
Agent attempted to contact customer, however, customer was not available. CM was unable to leave a message for a return call at extension 66235. The reason for the
customer contact was to provide or request the following information:
Writer called number their father gave and the customers voicemail advised it was not set up yet. Writer was going to get customers expectation and find out what is wrong with vehicle exactly. Writer will attempt to contact again on 6/3/2014.
Customer called into writer requesting a call back at [redacted]
Status update provided via email to the following email address:
[redacted]
Hello, my name is Tiana. I m contacting you on be half of your case manager Taylor. I m sending you this email to inform you that Taylor is still locating a Service Contract and will be following up with you again on 06/04/2014. If you do have any other questions or concerns, please contact Taylor at 800-763-8422 ext. 66393.
Thanks
End of Status Update
****Correction to lines 80-88, these lines were meant to be placed on a

different case.
case number was [redacted].
Customer contacted writer explaining all their concerns with their vehicle. Customer says they originally took their vehicle into the DLR in January 14 2014 with about 20 different issues. Customer says there vehicle has had 4 different TSBs they ask about. Customer wants to know why there has not been a STAR case opened. Customer explained in detail all their current concerns with their vehicle. First, concern is the radio it keeps popping up a 911 icon and it was replaced and is still doing it. Second, there are pixels that appear on the instrument cluster when it is in digital mode or on the tire pressure screen. Third, ECS light randomly illuminates and customer wants to know if it has anything to do with the brake booster valve that was replaced. Forth, when vehicle is parked on an incline after it is started blue smoke comes out. Customer says this was already addressed and supposedly repaired. Customer wants to know if the DLR replaced the oil pan with the original design or the modified one. Also along with this issue if it s going to affect there dip stick and cause it to not work properly. Fifth, concern is there is an error icon that turns on when using cruise control. The icon is ACC/FCW is disabled contact service. Customer says it only does this on the freeway when using cruise control and has done it 4 times in 6 months. Sixth, concern is with the air suspension an icon shows up or down when it shouldn t customer says. Seventh, issue the transmission shifts hard and clunks when going from park to reverse and especially on an incline. Customer says they have an appointment on 6/3/2014 to take their vehicle in for a recall repair. Customer ask about the N58 recall and why there vehicle is not part of it considering there build date of their vehicle was around the same time. Writer advised there case was going to be escalated to an Enhanced team and they will be contacting them. Customer said that was fine.
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Status update provided via email to the following email address:
[redacted]
Hello, my name is Ree and I have been assigned as your case advocate .
This email is confirmation that your case, [redacted], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted] within the one business day as promised. My office hours are 11:30 am-8:00 pm MST Monday, Wednesday-Friday; 9:00 am-5:30 pm MST Tuesday. My contact information is 800-763-8422 EXT 66207. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Call to dealer 71- 26818 POWAY CHRYSLER DODGE JEEP RAM 858-551-1234
Spoke with SM Chris.
States vehicle is there. States AM and other Chrysler representatives are aware of this customer and vehicle.
CA advised SM that vehicle is now part of the ECS program and to follow the directive in VIP that vehicle needs to be diagnosed and then contact us with information before proceeding with any repairs.
Call to customer [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66207 The reason for the customer contact was to provide or request the following information:
Called to introduce myself.
Call from customer. States he did not receive my email. Correct email address is [redacted]com. CA will resend contact information.
Customer is concerned that his vehicle is not listed as part of the N58 recall. CA advised that the recalls are VIN specific and base on specific location, build date, assembly line and even time of day. CA advised if TS determines that based on specific symptoms this vehicle is experiencing then recall specific work could be done if warranted. This would be the decision of the TS.
CA advised that once the dealer has finished the diagnosis process the case will be escalated to our TS and they would work with the dealer technicians.

CA will monitor the process and update the customer as needed by phone or by email. Customer agreed.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Ree and I have been assigned as your case advocate . This email is confirmation that your case [redacted], was successfully escalated to me. My office hours are 11:30 am-8:00 pm MST Monday, Wednesday-Friday; 9:00 am-5:30 pm MST Tuesday. My contact information is 800-763-8422 EXT 66207.
End of Status Update
Voicemail from customer requesting callback to discuss status of the diagnosis and repair of his vehicle. Alleges email to him form SM stating that process will take longer because ECS involved.
Call to customer [redacted] Spoke with customer and advised that involving TS actually makes the process go faster. CA advised will monitor case for updates and contact him every few days with updates as needed.
Call to dealer 71- 26818 POWAY CHRYSLER DODGE JEEP RAM 858-551-1234 Spoke with M Chris. Expects to have a diagnosis possibly by 6/12/14. States he will email customer.
Status update provided via email to the following email address:
[redacted]
I wanted to let you know that I spoke with the dealer yesterday the 10th and they advised me that they are working to complete the diagnosis process. I will be contacting them again tomorrow the 12th for an update and will contact you accordingly.
Have a good afternoon.
End of Status Update
Call to dealer 71- 26818 POWAY CHRYSLER DODGE JEEP RAM 858-551-1234 Spoke with SA Marley. States they do not have a diagnosis yet.
States she should have more information on Monday the 16th.
Status update provided via email to the following email address:
[redacted]
I wanted to check in with you before the weekend. I was able to speak with the dealer and they are continuing to diagnose the issue with your vehicle.
I will be checking with them again on Monday the 16th.
In the meantime I hope you have a great weekend.
End of Status Update
Call to dealer 71- 26818 POWAY CHRYSLER DODGE JEEP RAM 858-551-1234 Spoke with SA Marley.She is going to check with technician and then call back.
Email to AM SKP3.
Writer took call from SA/ Marley none of the concerns have been duplicated, customer does have the recall on his vehicle and parts have been ordered. Technician is still checking into the issue with a noise in the headrest area.
Call to dealer 26818 POWAY CHRYSLER DODGE JEEP RAM 858-551-1234 Spoke with SA Marley. States they did reset the air suspension error code and determined it was from the customer pushing the button repeatedly.
Unable to duplicate all other concerns, P14 recall parts on order.
States customer is going to be called to pick up vehicle.
CA called AM SKP3 for input on how to proceed with this customer.
SA, Marley contacted writer advising that they are going to have the customer come pick up the vehicle. SA advised that she needs to be paid for the rental for 17 days at $30.00 a day. Writer advised that this would be noted for the CA.
CA added DM notes approving rental from 6/2/14-6/19/14 at 30.00 per day.
Voicemail from customer requesting call back. States he feels he is being ostracized by dealer.
CA called AM SKP3 for input on how to proceed with this customer.
Call from customer. Advised customer he needs to pick up vehicle so he is not charged for rental expenses.
Customer states he believes the dealer did not do all they could to try to duplicate any of his concerns and purposely prolonged the amount of time he was out of his vehicle.
Customer states he is considering asking for replacement of his vehicle.

CA offered service contract and car payment and customer declined. Customer wants to get another opinion at another dealer before deciding if he wants to pursue replacement. Customer does not want case closed. CA advised customer is working with additional representative to determine next steps.
Voicemail from AM SKP3 stating this is not her district.
Call from customer stating he wants to go to Jack Powell dealer in Escondido. CA agreed that he could do that to get a second opinion.
Call to AM SK915. AM states to have customer work with SM at Jack Powell dealer 61339 760-745-2880 to arrange appointment with Tech Advisor anytime after 7/14/14.
Call to dealer 61339 760-745-2880 Spoke with SM Gary. SM will take customer s call to arrange appointment with Tech Advisor any time after 7/14/14. CA advised SM of conversation with AM for working with this customer.
Voicemail from customer stating the 911 message came on the UConnect screen again.
Call to customer [redacted] Advised to contact SM Gray at 61339 Jack Powell 760-745-2880 to arrange appointment with Tech Advisor. Appointment would have to happen after 7/14/14. Customer wants to take vehicle in sooner after speaking with Matthew at same dealership. CA advised that he should tell SM Gary of his conversation with Matthew in service. As of now the decision is to wait for the TA to personally look at his vehicle.
CA stated that he could ask the SM to ask the TA if customer could be present during diagnosis process or at least have a conversation with the TA after diagnosis process is complete.
CA will call SM Gary on 6/23/14 to advise he have a conversation with Matthew about TA appointment.
Warranty Administrator Marley called back stating she tried to claim rental with RA but she did not know if she needed to use RA or PA. CA advised WA to use RA to see if goes through. CA advised WA to use PA instead of RA.
WA Marley called back stating she tried to process claim and it would not go through once again and she inquired if she should contact the warranty hotline and writer confirmed she does.
61339 JACK POWELL CHRYSLER JEEP DODGE 760-745-2880
Agent attempted to contact dealer Service Manager Gary, however, SM not available. Left message for a return call at extension 66207
The reason for the dealer contact was to provide or request the following information: Asked for update by phone or email to see if customer has contacted him to arrange appointment with Tech Advisor anytime after 7/14/14.
SM Gary contacted writer requesting to speak with CA RB1362. Writer stated that CA is currently unavailable. Writer inquired if an appointment has been set up to meet with the TA. SM Stated that they currently are just waiting to hear back from the TA, but they did speak with the customer about it. SM stated he will try to remember to contact CA RB1362 when the customer and TA have set a date, but would also like CA to follow up as well.
Call to dealer 61339 JACK POWELL CHRYSLER JEEP DODGE 760-745-2880
Agent attempted to contact dealer Service Manager Gary, however, SM not available. Left message for a return call at extension 66207.
The reason for the dealer contact was to provide or request the following information: To see if appointment set for customer to meet with Tech Advisor.
Call from dealer. Spoke with SM Gary. States customer is set to drop off vehicle on 7/14/14. TA is scheduled to inspect vehicle on 7/15/14. SM states customer will be put in rental. SM states customer has several items he would like to be checked.
Status update provided via email to the following email address: [redacted]
Call from dealer. Spoke with SM Gary. States customer is set to drop off vehicle on 7/14/14. TA is scheduled to inspect vehicle on 7/15/14. SM states customer will be put in rental. SM states customer has several items he would like to be checked.

End of Status Update
Status update provided via email to the following email address:
[redacted]
Please excuse the last email which was just a note for your case. I intended to send you this confirmation of your appointment for 7/14/14 and that I would be following up with you on the 7/16/14.
Also, I do hope you have a great 4th of July weekend.
Enjoy.
End of Status Update
Dealer called for ecs authorization, connected to the ecs que
Dealer code: 61339
POC Name and position: Hector SW
POC number: 619-992-9537 Cell
POC e-mail:
Current mileage: 13970
Customer concern: Display 911 vehicle requires service, ESS light illuminated, intermittently ACC error message will come on, Pixilation on instrument cluster, the backup camera will change color and distorted, Shocks are leaking/ noises in front end suspension. Parking uphill sees blue smoke from tailpipe, Temperature does not change from the previous time the vehicle was turned on, the headlights are turning on half an hour too early, there is a clunk when going from park to reverse on an incline, delay when a quick take off, when getting in the car the customer will feel the lift mode when showing that its off, when turning into parking spaces there is a clunk,
Dealer diagnosis: Need assistance
Recommended repairs: None at this time.
Is the customer in a rental: Yes
Is the customer waiting: no
Customer name: [redacted]
All customer contact numbers: [redacted]
Best time of day for contact: Anytime
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-07-15 @ 13:35
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted]FOR INFORMATION
CA messaged TS to advise TA on site requested escalation.
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted]FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted]FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted]FOR INFORMATION
Call from customer requesting update on status of TA inspection of vehicle. Advised the technicians are actively going over his concerns but have not concluded yet.
Customer states he was told he would have 2 day rental and is concerned that the time may go over. CA advised that his rental will be adjusted if needed. Advised is he has technical questions about the process he should speak with dealer.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Customer called for assistance with his 911 service. Agent transferred customer to uConnect Access.
The customer was sent from uconnect access so the agent was going to transfer him to ECS but he said he would call his CM hisself.
61339 Dealer Name : JACK POWELL CHRYSLER JEEP DODGE Dealer Phone : 760-745-2880
Agent attempted to contact dealer Service Advisor Hector, however, SA not available. Left message for a return call at extension 66207
The reason for the dealer contact was to provide or request the following information: Would like update on status of inspection by TA and what customer has been told.
SA Hector contacted writer. SA wanted to have CM s extension. Writer provided it and warm transferred the call to RB1362.

Call from A Hector. States customer picked up vehicle earlier today.
Miles out are 13971.
The following is information from STAR case [redacted]
1. Display 911 vehicle requires service - the condition is not present at this time and there are no TSBs or software updates
2 .ESS light illuminated and seem to be too sensitive or not grabbing - vehicle was driven for a period of time using brakes and the condition is not present at this time, there are no updates and condition could not be duplicated
3. Intermittently ACC error message will come on, vehicle was driven in mixed driving including driving pattern that includes turns, the condition did not duplicate itself, no updates to any related modules or TSBs found
4. Pixilation on instrument cluster - TA to further investigate with engineering
5. The backup camera will change color and distorted - the condition is not present at this time, no software updates, dealer to check connector for camera feed
6. Shocks are leaking/ noises in front end suspension - TA drove vehicle and has not heard any noises coming from the suspension, small residue in this area - does not warrant replacement but TA recommends residue gets monitored during oil changes to see if there is any change in the residue
7. Parking uphill sees blue smoke from tailpipe - unable to duplicate this concern, the oil is appropriate and the oil pan is revised
8. Temperature does not change from the previous time the vehicle was turned on - BCM update, after that engineering calibrates the parameters for temperature updates
9. The headlights are turning on half an hour too early, there is a clunk when going from park to reverse on an incline - anytime system is on auto, the vehicle during dawn/dusk and instances of light where the sensor sees it is adequate to turn on the light, the vehicle will do so. Sensor voltages and auto headlamp operation are as expected at this time.
10. Delay when a quick take off - road tested at takeoff in normal and sport mode, all systems are operational alike other models and there are no codes or TSBs relating to concern
11. When getting in the car the customer will feel the lift mode when showing that its off - ASCM will change height at times when vehicle is in easy exit/entry and if in a much higher setting, the vehicle will put system in park mode height to reduce height as part of its functionality.
12. When turning into parking spaces there is a clunk - road tested vehicle in parking lot for almost half hour and no abnormal noises detected.
13. Customer hears a clunk when taking out of park and into reverse on a slight incline - TA compared to other vehicles and when vehicle is coming out of park, operational characteristic
14. P14 recall - will be done by dealer
Call from customer. States his main concern is that the radio is still having issues. States he contact UConnect and was told by them that it could be a hardware issue. Alleges he was told by UConnect that they could not open a case because this case is open. CA advised unaware of that process.
CA advised that any concern in the future can be address by a dealer per the terms of his warranty.
Customer agreed to closing this case and that there was nothing else required of this CA.
Customer wanted to close this case so UConnect specialist could open a new case.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Per KF270 and CF303 this case will remain open and have customer return to dealer for radio concerns.
Case 25334078 was opened as UConnect issue but is being closed as a duplicate.
Status update provided via email to the following email address:
[redacted]
I see that you did open a new case for the UConnect which ultimately

ended back here with me. I definitely want to make sure we do everything possible to resolve the issue with your UConnect system.
To that end I would like you to make another appointment at Jack Powell and we will escalate the case to our Technical Specialists.
Please make the appointment at your earliest convenience. I will check with the dealer on Wednesday the 23rd to see if you have contacted them.
Have a great weekend and I will contact you on the 23rd also.
End of Status Update
Customer called in for an update on his case.
Agent advised of lines 419-426.
Customer thanked agent and disconnected.
Call from customer. Advised to make appointment. Customer agreed.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Customer states that he saw on drive uconnect that there are software updates available. Customer is seeking information on TSB release information. Writer advised that TSB s are sent to the dealership to advise on repairs. Customer states that he would like to know if this update will correct the current issue with his uconnect then he would not have to take vehicle into the dealership. Customer is seeking information on what the new release is correcting. Writer placed customer on hold while writer was researching for information available in regards to upgrades. Customer disconnected line.
Call to dealer 61339 JACK POWELL CHRYSLER JEEP DODGE 760-745-2880 Spoke with Christine in service.
States customer has appointment scheduled for 7/28/14.
Status update provided via email to the following email address:
[redacted]
I understand you have an appointment scheduled for Monday the 28th. I will contact you no later than the end of business on Wednesday the 30th with any updated information.
End of Status Update
Call from customer. States he installed UConnect software update 12.25.05 and it seems to have taken care of the 911 message issue and the back up camera picture shaking. Customer not sure if will take care of the one time the backup camera went blank in a when the outside temperature was 103 degrees. CA advised customer to note circumstances if this happens again.
Customer is going to call dealer and cancel appointment with dealer for 7/28/14.
CA is going to call dealer to contact TA to see if she able to find anything related to pixilation on the back up camera.
Customer and CA will discuss closing this case after CA has a chance to find out about TA and pixilation.
Call to dealer 61339 JACK POWELL CHRYSLER JEEP DODGE 760-745-2880
Spoke with SA Hector. States the pixilation was on the instrument cluster with one white dot. States he has not heard back from TA concerning the pixilation.
Email to TA on this case to see if they have found anything on the pixilation issue.
Status update provided via email to the following email address:
[redacted]
I wanted to let you know that I have reached out to the technician who inspected your vehicle concerning the question of the pixilation.
Can you tell me if since the UConnect update has the pixilation occurred?
I will get back with you again on Wednesday, the 6th after I have had to chance to hear back from the technician.
In the meantime you have a great weekend.
End of Status Update
Begin Customer Message reviewed:
Hi [redacted]
The pixelation issue still remains after the new connect software. I ve now also been able to get it to show up on additional screens on the EVIC. So far no more 911 messages and the back up camera no longer

jitters. I haven t been able to get to a hot climate to see if the camera freaks out again when the temp was 103F outside. Maybe this weekend I will go out to the desert and test it out. If the tech wants to talk to me I would welcome that as I can now explain the other screens that I can produce the pixelation/dead pixel issue what ever it is.
Thank you,
Ron
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Did you make it to the dessert this past weekend?
I have reached out to the factory representative again who inspected your vehicle to see if she was able to get any information on the pixilation issue.
I will call you on Friday the 8th to discuss possibly closing your case.
We do appreciate you being part of the Jeep family.
Have a good afternoon.
End of Status Update
Call to customer [redacted] Customer states he still has pixilation issue in multiple screens.
States he doesn t understand why he can t be told that a fix is in the works for something such as the back camera jittering that a UConnect update fixed, instead of having to wait for it to come out. He feels all his trips to the dealer while waiting for the fixes to be released are a waste of his time. Feels like he as been a guinea pig for this model and that if he had waited to make the purchase of the same model all of his issues would have been fixed by now and he wouldn t have had the problems.
CA could not offer a service contract as customer already has one.
Customer did not want a vehicle payment reimbursement. Wants vehicle reviewed for replacement.
CA advised this is not a formal legal filing but a review. CA asked customer to allow 2-3 business days before next contact.
Is there any damage to the vehicle?NO
Actual/accurate mileage? 16022
Is the vehicle leased or purchased? PURCHASED
Name of lender: CHRYSLER CAPITOL
Is the customer in a rental right now? NO
Is this vehicle used as a personal vehicle or for a business? PERSONAL
Are there any modifications to this vehicle? NO
If Chrysler makes an offer to replace the vehicle, what dealer do you prefer to work with? 61339 JACK POWELL CHRYSLER JEEP DODGE
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
*** JD with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact JD directly at [redacted]. Thank you. ***
Placed initial call to customer. I explained that this case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my hours and a number for questions. Customer expressed frustration with number of times vehicle has had to go in. Customer is still getting intermittent ESC light and pixels on shifting display will not turn off. Customer expressed frustration at being used as a guinea pig while Chrysler determined what TSBs needed to be produced to fix vehicle. Customer stated all other concerns on his vehicle have been repaired. Customer wants to be traded out of his new vehicle at no cost to himself. Advised customer that unable to duplicate responses are frustrating, but we don t want to make repairs that are not needed. Advised customer I would review his case for all possible resolutions. ***Follow up with customer 8/18/14
Called dealer 26818 and spoke with sales manager Farook who agreed to participate in CDI program with customer.
Called customer who stated he is still experiencing the small pixilation on his display screen. Customer stated that the pixilation does not

obscure his view of the radio screen and does not hinder the operation of the vehicle. Offered customer opportunity to participate in the CDI program; customer stated he does not want to come out of pocket. Advised him that a trade of that nature is not being offered. Offered customer $1000 cash settlement. Customer stated that he does not want cash; he either wants a new vehicle at no cost to him or his vehicle fixed. Advised customer that we have exhausted our corporate resources trying to repair the vehicle and that his current concern is not serious enough to warrant repair. Customer stated he wants an answer from engineering as to what is causing the pixilation and an assurance that there is not anything more seriously wrong with the vehicle. Advised customer that all previous diagnoses have determined that the vehicle is performing fine. Customer stated he will just drop vehicle off at dealership and leave it there until there is a repair for the vehicle. Advised customer that the dealership has the authority to deny him the ability to leave the vehicle on the lot. Customer would like me to investigate to see if engineering has responded to field rep. ***Follow up with customer 8/21/14
Emailed TA regarding pixelation.
Called customer advising that JS2481 has emailed TA regarding his concern so that he can have an answer directly from her. ***Follow up with customer 8/26/14
KKY3 returned my email and suggested reaching out to AM SK915 regarding customer s concern as FT that reviewed customer s vehicle no longer works for Chrysler. If we get nom response from AM, TS stated that customer can bring vehicle in and he will review with dealership to get answer regarding customer s concern with pixilation. Called SK915 requesting call back.
Called customer and advised of TS s suggested course of action. Apologized to customer about miscommunication regarding FT. Customer expressed frustration that I told him that we were not worried about his concern; advised customer that I came to that conclusion as his concern does not affect any of the vehicle s operations, but I am happy to pursue this course of action since my answer was unsatisfactory for him. Advised we would give AM a week to respond. ***Follow up with customer 8/28/14
Customer called stating that he has gone on the Uconnect website to check for updates for the media system and found that the update shown is the software that he already has and that there is an update for a 2015 vehicle. Agent spoke with the Uconnect team and was told that this is a glitch on the site. Agent relayed this to caller.
Called AM SK915 who stated that she has overseen customer s repair as he has gone to three different dealers; AM stated that the concern is not serious enough for repair. AM suggested I email SAG2 for further information regarding previous FT s notes. Emailed SAG2.
Called customer and advised of current progress. Advised him that new FT will review previous FT s notes. Reviewed CDI terms with customer at his request. Customer agreed to wait for answer from SAG2. ***Follow up with customer 9/2/14
LVM for customer requesting call back. ***Follow up with customer 9/4/14
Customer returned VM. Advised customer that SAG2 could not find any notes from the previous FT regarding his case. Advised customer that TS KKY3 is happy to review his concern if he is willing to take the vehicle back to the dealership. Customer expressed frustration with the amount of recalls and repairs he has experienced with this vehicle. Customer reiterated that he would like the vehicle replaced. Advised customer that AM SK915 has been involved with his case and has not offered replacement/repurchase and that she deemed the vehicle s concern not serious enough for repair. Advised customer he can go through the CDI process if he would like a different vehicle. Customer expressed frustration that I could not give him exact figures on how much the trade assistance would cost him out of pocket and stated that he believes his vehicle is a lemon. Advised customer that he can take his vehicle back in for diagnosis, go through the CDI process, or accept the $1000 cash settlement I have previously offered. Customer refused offers and asked to speak to a supervisor. ***Supervisor escalation to JS2481

Called customer at ([redacted] per his request for supervisor contact and LVM requesting return call. Provided my number for assistance and advised JV1002 would follow up again within 2 business days to see what he has decided.
Customer LVM requesting return call from JS2481.
-Returned call to customer. Customer states he has been having issues with this vehicle for 8 months and his concerns are not being taken seriously. Customer lists every repair that has been attempted, including several which are not indicated on repair history and states it has been incredibly difficult even obtaining RRTs from dealers that specifically address his complaints.
-Apologized for customer s frustration. Advised we certainly are concerned, but issues which are not duplicated at dealer will likely not have recommended repairs. Apologized if he feels dealers were not cooperative. Customer confirms everything is working at this time, but he still experiences a pixelation or missing pixels when vehicle is put into reverse. States both TAs have acknowledged the issue and promised to report back, but no one has ever told him anything other than the issue does not need to be repaired.
-Customer states P36 recall will create further noise issues inside vehicle and he is not willing to endure this. Advised he is not required to have recall performed, and if problems result he can consult dealer.
-Customer asks at what point we consider the vehicle a lemon and swap it out. Advised I cannot provide a black and white answer because lemon law is a separate legal process and his warranty provides repair. Advised TS is willing to assist dealer in further diagnosis, but concerns will need to be duplicated.
-Customer agrees to schedule further service/diagnosis, but requests to work with different CM. Agreed to have new CM follow up in the next 1-2 days to confirm appointment.
-Advised customer we appreciate his loyalty and diligence, but we will likely not be recommending repairs for concerns he cannot demonstrate to dealership.
***Deborah with the I2R Customer Resolution Team is responsible for this CAIR. If the customer should call, please direct them to contact Deborah at 888-542-7239, extension 2123. Thank you. ***
-Called customer and introduced myself as the assigned CM. Customer stated he is planning to contact Dealer Code 61339 (JACK POWELL CJD) and will arrange appointment. Told customer that I would want to be informed of this appointment so that I can ensure ECS case is handled properly. Gave customer my name and contact information.
-LVM for customer, included my contact information and, requested a call back to determine if customer has arranged appointment to take vehicle to dealership.
-Called Dealer Code 61339 and spoke with SA Bill who stated customer s vehicle is there at this time however, they have not had time to complete diagnosis. Told SA Bill that I would contact them after today to discuss diagnosis.
-Called customer and customer stated he and his father have the same name and both go to Dealer Code 61339. Customer clarified the situation and stated he has an appt set for 09/18 9:00am and customer stated he has the MVP to cover his rental.
Gary, Service Director (SD), called stating that they have already had their tech rep out to look at vehicle and went over all the complaints and was advised that a Case Manager is wanting them to go over everything again.
Writer informed SD that the case is being handled by DB1222 and provided contact information on line 653.
-Received vm from SD Gary with Dealer Code 61339 and he stated they have had TA involvement with this ECS case in the past and vehicle is at dealership now. SD Gary requested a call back asking what else should they be doing with the vehicle. Per LINES 632-636, customer stating he is still experiencing a pixelation or missing pixels when vehicle is put into reverse.
****** Following Corporate Resource has been contacted ******
TAPS

on 2014-09-18 @ 15:25
-LVM for SD Gary with Dealer Code 61339, included my contact info and requested a call back.
-Received vm from SD Gary with Dealer Code 61339, advising that they need to be able to speak with my office before they can do anything to the vehicle. SD Gary requested call back to Armon in service, or himself.
-LVM for SA Armon with Dealer Code 61339, included my contact info and advised that I have requested TAPS involvement for this ECS case and requested a call back.
-Called customer and customer stated he was contacted by SA Armon earlier today. Told customer that I have requested TAPS involvement for this ECS case to determine if there is any reporting back from TA for additional repair as customer stating he is still experiencing a pixelation or missing pixels when vehicle is put into reverse. Customer stated he is not worried because he has been placed in a rental vehicle 09/18 and his vehicle has been down for more than 30 days now.
-Received vm from SA Armor with Dealer Code 61339 and he requested a call back.
-LVM for SA Armor with Dealer Code 61339 and requested a call back.
-Called Dealer Code 61339 and spoke with SD Gary. Inquired with SD Gary about the TA s involvement with the vehicle concern previously. SD Gary indicated another technician was handling and that person is no longer with dealer. SD Gary stated they are not certain if there would be further instruction provided for the pixelation when going in reverse. Told SD Gary that since this is an ECS case to take no action at this time and explained that I will request the TAPS ECS TS to contact him to discuss further.
-LVM for SA Armor with Dealer Code 61339, included my contact info, advised that I have requested TAPS involvement with the ECS case. Further, provided CAIR [redacted] and explained that we authorize use of a rental vehicle until such time TAPS TS can speak with either SD Gary or SA Amor about any additional technical repair guidance for the pixelation when going in reverse. Advised that if they need to speak with me further, to contact DB1222 at 214-583-2123.
-Received vm from SA Armor with Dealer Code 61339 and he is inquiring about TAPS contacting them about this ECS vehicle.
-LVM for SA Armor at 760-658-6837, included my contact info and advised that we would want the customer s vehicle to remain at dealership until TAPS TS contacts them about this ECS case.
-Received vm from customer, customer stated he has been contacted by someone at Dealer Code 61339 and customer stated he is being told dealership is still waiting to be contacted.
-Called customer and told customer that our TAPS TS will be contacted SD Gary or SA Amor with Dealer Code 61339 and that we must allow this communication to be made. Customer stated he would be leaving to go out of the country 09/30 and will not return until 10/07. Told customer that we would continue working toward repair and that I would also still be looking into his case. Explained to customer that we will ask him to return the rental vehicle Dealer Code 61339 after repairs are completed or if he is leaving the country.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
-LVM for customer, included my contact info and advised that I was just wanting him to know that I am still looking into his case at this time.
LVM for customer, included my contact info and advised that I was just wanting him to know that I am still looking into his case at this time.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
-Received vm from SM Matthew with Jack Powell CJD stating that the customer s vehicle has been there since 09/18 and that they were inquiring to see if someone would be coming to the dealership.
-Received vm from customer, customer stated he was contacted by Dealer Code 61339 and told that no one has contacted the dealership.
-Called customer and customer stated his vehicle is still at Dealer Code

61339 (JACK POWELL CJD) at this time but, customer stated he will be leaving to go out of town 09/30 afternoon returning 10/07 and customer needs to know what he should expect.
-LVM for SM Matthew with Jack Powell CJD, included my contact info and requested a call back advising that it is important that someone returns call to TAPS TS SWM15 regarding customer s vehicle as this is an ECS Case. Further, advised that I have spoken with customer today and confirmed that he has not yet picked up his vehicle from Dealer Code 61339 but that the customer is leaving to go out of town 09/30.
-Received vm from SM Matthew with Jack Powell CJD and he stated the vehicle is actually still there but that they have had to move on to another vehicle stating no one has contacted them. SM Matthew stated he would try to contact TAPS TS SWM15 again.
-Called customer and told customer that I understand he must leave to go out of the country 09/30. Told customer to go ahead and pick up his vehicle from Dealer Code 61339. Apologized to customer for the inconvenience as customer stated he has been told by Dealer Code 61339 that TAPS TS has not contacted them but this was incorrect information. Told customer that I will still look into his case, customer agreed to return rental vehicle and explained that I would plan to speak with him upon his return to the country 10/07.
-Received vm from customer, customer stated he has returned back from out of the country and customer requested a call back.
-LVM for customer, included my contact info and requested a call back advising that we would need to arrange to get vehicle back to dealership.
-Called customer and told customer that we would need for the vehicle to be diagnosed with TAPS involvement to determine if there is a current issue. Apologized to customer and told him that we try to ensure TAPS TS can speak with SM at dealership but it seems that the vehicle was not at dealership when the contact was attempted. Told customer that since a TA was involved with previous diagnosis attempt, I would need to discuss further with SM and would follow up with customer 10/16
-Called SM Matthew with Dealer Code 61339 and told SM Matthew customer has returned from out of country and we need to schedule vehicle to come back to dealership whenever the TA can be requested. SM Matthew stated he would check on this possibility and would contact me, gave him my direct telephone number and he may possibly call back 10/15.
-Called Dealer Code 61339 and asked to speak with SM Matthew but he was not in today. Agreed to call back 10/21.
-LVM for SM Matthew with Dealer Code 61339, included my contact info and requested a call back to determine if he has arranged for field tech to come out yet.
-Called customer and customer stated the since we last spoke that the trim fell off his vehicle as well. Customer stated he received a call from SM Matthew with Dealer Code 61339 and they arranged vehicle to be dropped off 10/27 and that a technician would be there on 10/28 to look at the vehicle. Customer stated he knows dealership will provide him with rental for the 1st day and I told customer that we would allow for diagnosis to be completed and would decide what actions need to be taken from there.
-Received vm from customer, customer stated he took vehicle back to dealership and factory rep looked at the vehicle. Customer requested a call back to discuss further.
-LVM for SM Matthew with Dealer Code 61339, included my contact info and requested a call back to determine the outcome of the diagnosis from factory rep 10/28.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-10-29 @ 17:31
-Called customer and customer stated vehicle is at Dealer Code 61339 at this time and that he has been told they were able to observe concern with brakes pulsating but unable to make any repair until they are contacted by TAPS TS on this ECS case. Customer further stated he was unhappy to learn that the factory rep observed concern with pixelation but customer stated he was told they deem this to be a normal characteristic of his vehicle although he was not allowed to compare in

another like vehicle. Told customer that I have a request in to SM Matthew to call me back and discuss further. Also, advised that I have requested TAPS TS to contact Sm and discuss repair opportunities. Customer stated at the end of this process, he would rather not have ECS involvement. Told customer that this status was intended to enhance customer satisfaction but I would note his request.
CAIR has been sent back because of the following reason:
Per CAIR, customer has requested to be removed from ECS Program
-LVM for SM Matthew with Dealer Code 61339, included my contact info and advised that this case has been removed from the ECS program. Inquired about most recent diagnosis regarding brake concern and pixelation concern. Requested call back or fax of the RO showing repairs or outcome for each.
-Called customer and customer stated he picked up his vehicle from Dealer code 61339 10/31 and is aware that with the pixelation concern was determined to be no trouble found. Customer stated the dealership did complete brake repairs to his vehicle and he stated on the way back from out of town the vehicle began wobbling badly and customer took vehicle back to Dealer Code 61339 again 11/03. Assured customer that we will contact SM Matthew with Dealer Code 61339 to determine vehicle repair status. Told customer that the case was no longer on the ECS program but we are confident that the certified trained technicians at Dealer Code 61339 can address the concern. Customer stated he feels this is just going around and around. Told customer that his CM will be KC556 and he will be able to resume the handling of this case and ensure that we conclude with a positive outcome.
Customer was warm transferred from 88F as customer was wanting to speak to uconnect in regards to the pixelated view he is getting through his EVIC system. Agent advised customer that the EVIC system is different from the UConnect system. Agent verified that it was the evic system that was experiencing the issue. Agent advised customer that he would have to consult with the dealership on how to repair his vehicle.
DB1222 please contact customer in regards to this situation.
-LVM for SM Matthew with Dealer Code 61339, incl my contact info and requested a call back to determine if the vehicle is there and determine vehicle repair status with new brake concern.
Customer called back to find out who their new CM was so agent followed Answer ID 17118
-Recvd vm from SM Matthew with Jack Powell CJD (61339) who stated customer brought his vehicle back in shop 11/03 and, vehicle was released back to customer 11/04 with no further repairs. SM Matthew stated they were unable to observe brake concerns with the wobbling as customer described.
-Called customer and customer stated he was in class at this time and he requested a call back.
*** Kelsey with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact [redacted]. Thank you. ***
I called the customer at ([redacted] and the customer just complained about the technicians that we have been lying to him, he also stated that he does not like the pixleating to be normal, and he was frustrated with the break pads being put on the vehicle. The customer then stated that he was not happy with us stating that his issues were normal and then us coming out with TSB s , the customer then requested that I call SA Matt.
**** I called Jack Powell Chrysler Jeep Dodge and I spoke with SA Matt and I updated the RO history. *** Will follow up on Friday.
****** Below Customer Contacted for Documentation Request ******
kclay@impartialservices.com on 2014-11-14 @ 12:57
I called the customer back at (619) 851-2909 and I confirmed that the vehicle is repaired/ unable to duplicate. The customer then complained about being out of his vehicle, and I offered him a cash settlement of $2,000.00 , and the customer stated that he would look it over. Will follow up on Wednesday.
***** Customer Document Received *****
I called the customer at ([redacted] and he stated that this deal seem agreeable to him, but that he will have someone else look it over before

he signs it. Will follow up on Friday.
****** Below Customer Contacted for Documentation Request ******
kclay@impartialservices.com on 2014-11-21 @ 16:07
Customer sent in the letter. *** I called the customer and I confirmed the address.
***** Customer Document Received *****
Writer is suggesting reimbursement as a goodwill gesture for customer satisfaction.
Customer s proof of payment attached to CAIR (Y/N): Y
Mileage: 22,410
Date of repairs: 11/04/14
Additional pertinent information: CA Cash and Keep
Writer is submitting check for approval in the amount of: $2,000
CNA flag (Y/N): N
Assigned CAIR to inbasketÙ for check processing.
Check approved.
Briefly summarize why the customer is contacting: Customer stated he had his vehicle at the Dealer and they told him his vehicle had the P67 recall. Customer stated the Dealer told him it could take from 6 months to a year before the parts would be available. Customer stated he s had good service with us before where we would help him out to get the recalls completed sooner.
Briefly summarize what the customer is expecting: Customer seeking if we can do something to get his recall completed sooner.
Agent advised customer the parts are not available right now.
Agent advised customer his case will be assigned to a special tracking team and they will send him the second recall notice by email once the parts are available.
Agent advised customer if he is having any issues to contact us again and we will look into his case and find out if there has been an update on it.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT5 EC[redacted] | | **Open Date** | 05/31/2014 | **Built Date** | 02/05/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/13/2013 | **Mileage** | 19,448 | **Dealer Zone** | 66 | ORLANDO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 24028 | AUTOPARK CHRYSLER JEEP | | | |
| **Dealer Address** | 400 AUTO PARK BLVD | | | | |
| **Dealer City** | CARY | **Dealer State** | NC | **Dealer Zip** | 27511 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | RALEIGH NC [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | Customer requires a full radio replacement. |
| Corporate - Rental Vehicle - Default - Default - Default | Customer will require a rental vehicle extension. |
| Product - Electrical - Occupant Classification System - Unknown - Default | Vehicle airbag and seatbelt light are on in their new vehicle. |
| Corporate - E-Reimbursement - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |

****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
Briefly summarize why the customer is contacting Chrysler: The customer is contacting regarding experiencing multiple vehicle issues, the customer is requesting lemon law and states they have had to take their new Jeep to the shop about 7 or 8 times now, 4 times for the 911 light and about the same amount of times for the airbag and seatbelt light.
Briefly summarize what the customer is expecting: The customer is expecting further assistance as they are requesting lemon law and they state their vehicle has been at the DLR now since the 20th of May and they state the DLR told them the part required is on back order and will not be in until June 10th 2014. The customer is extremely unsatisfied with their new vehicle. The agent contacted AUTOPARK and spoke to parts to obtain the required information and they stated the only part they have on order right now is for the occupant restraint module which is on back order until the 10th. The agent then spoke to Daniel Owen in service who is personally working on the customer s vehicle. Daniel stated they are also going to perform a full radio replacement but they do not have the order information as of yet. Daniel stated they are going to provide the customer with a loaner vehicle today but they can only authorize it up to 5 days.
Writer contacted AUTOPARK CHRYSLER JEEP and spoke with Matthew in Parts

Matthew stated part information for order is as follows:
Part #: 68222877aa
Part Description: occupant restraint module
Order #: $0522s
ETA: June 10th 2014
Is customer in rental? YES
If yes, who authorized rental? DLR
Is the vehicle off road? YES
Order type: VOR
Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days. If an update is received sooner, customer will be contacted sooner.
Assigned case to 88F
Customer called saying case manager has not called and customer is frustrated with process, dealer and his vehicle.
-
Agent reviewed narrative above and advised case is escalated and provided customer with case management line. Customer says he has no time now to speak with CM but will call that number tomorrow.
*****CASE MANAGEMENT DISTRICT M*****
In Warranty
4 Chrysler vehicles in household, 3 new and 1 used
MVP Contracts = 1 active
Writer called and spoke to SA Daniel who advised the writer that he customers vehicle has quite a few issues. SA stated that he needs to replace the radio because the radio does black out and 911 comes up as unavailable. SA also stated that the customer needs to the module for the air bags and the seat belt. SA stated that the airbag light comes on intermittently and the seatbelt light is on all the time. SA stated that it is not registering that the seatbelt is being used when it is. SA also stated that the forward collision warning is also coming on and the adaptive cruise control will not work because of the forward collision warning is coming on. SA also stated that the Brake Booster recall they cannot order the parts. SA stated that current mileage on the vehicle is 19448 and that the customer is currently in a loaner vehicle. SA stated that the customer needs to be in a bigger vehicle due to his job. SA is requesting that we reach out to parts expediting to try and get the parts that are back ordered. SA has ordered the occupant restraint module Part #: 68222877aa Order #: [redacted] and the current eta is 6/10/2014. SA stated that he will contact the customer and let him know that Chrysler has contacted the SA. Writer advised SA she will follow up with him later this afternoon.
Writer called and spoke to the customer and advised him that we are trying to locate the part that he needs to get his vehicle to get it repaired. Customer stated that the 911 issue has happened for about a year and that he has had the software flashed every time he has gone in to get an oil change. Customer stated that about 3 weeks ago while he was driving about 80mph the airbag light, seatbelt light, the 911 service light, the adaptive cruise control, and the forward collision warning light all came on and stayed on. Customer stated that he had to bring it back into the dealership and the vehicle has been there since. Customer did state that when he first purchased the vehicle there were rivets missing in the wheel wells and the lift gate handle was misaligned. Writer advised the customer that she will contact him with any updates once we are able to find his part. Customer provided email address [redacted] Writer advised customer that she will do further research for a Service contract or payment reimbursement.
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON: Invoiced to PDC 06/03/2014
PART NUMBER: 68222877AA
PART DESCRIPTION: module
ORDER NUMBER: [redacted]
NUMBER OF DEALERS WITH PART: 25
CUSTOMER IN RENTAL (Y OR N): Yes

ASSIGN TO: KS1057
**********END OF TRIAGE**********
Status update provided via email to the following email address:
[redacted]
This is Samantha from Jeep Customer Care, I am just letting you know that we do not have an update for the parts that were ordered for your vehicle. I will continue to follow up with your case and I will update you with any information that I do receive. I will follow up with you no later than Friday 6/6/2014. If you do need to contact me please call me at 1-800-763-8422 Ext. 66334 or you can reply to this email. Thank you and have a great day.
End of Status Update
Begin Customer Message reviewed:
Samantha,
Thank you for the email. Please update me with daily each afternoon with an update. Was there any update on another vehicle being available?
Kind Regards,
[redacted]6
End of Reviewed Customer message
Writer called and spoke to the SA Daniel who stated that they have received a part that they are in the process of installing. SA does not want to update the customer yet until we know that this part will fix his vehicle. SA stated that he had just called enterprise and they are still out of vehicles but as soon as a bigger vehicle is available he will let the writer know.
Status update provided via email to the following email address:
[redacted]
Hello, this is Samantha from Jeep Customer Care, I am just letting you know that I did get your email. I have reached out to the Service Advisor Daniel and he did advise me that he had contacted enterprise and they are still currently out of vehicles. Daniel did stated that as soon as a larger vehicle comes in he will let you know so we can get you into a larger vehicle. Thank you for your patience and I will follow up with you daily regarding the status of your vehicle like you requested. Thank you and have a great day.
End of Status Update
**********96W PARTS UPDATE**********
Part has been delivered to dealer, UPS#1[redacted]
**********END OF UPDATE**********
Begin Customer Message reviewed:
Samantha,
This is an unacceptable response. Enterprise doesn t run out of cars, and they are not the only rental company in Raleigh, NC. This is not a solution. Please call me to discuss ASAP.
Samantha,
Per our discussion earlier this week, you indicated looking into covering the expense of my jeep for the ~month we believe it will be out of service and also extending the warranty as well as oil changes. Please provide an update in regards to that. As for a rental vehicle, my assumption is I don t have another option since I have not heard back from you. Please update me on status of the vehicle, the costs associated with the time in the shop, and the extended warranty.
Thank you,
[redacted]
End of Reviewed Customer message
Customer contacted writer who stated the parts have arrived and repairs are underway. Customer stated he would like CM s supervisor to contact him back as soon as possible. Writer stated it could be as late as 06/10/2014. Customer thanked and disconnected the call.
Customer[redacted] calling to speak with CM; SH1186. CM is not available. Writer transfer call to CM; LY81
Customer contacted writer and advised that he was told that his vehicle is repaired and ready to be picked up. Customer stated that he would like

assurance that his case will not be closed just because the repairs are complete. Customer stated that he would like to have his warranty extended, oil changes and a reimbursement for one month car payment. Writer advised customer that his case will not close just because his vehicle has been repaired. Writer advised customer that he would need to send in documents for review for the car payment reimbursement. Writer advised customer that he needs to send in Proof of Payment and a Statement, such as a sales receipt. Writer advised that a warranty cannot be extended but a Service Contract can be added. Writer advised that customers CM will need to research the SC available on the vehicle as well as the SC for oil changes. Writer advised customer that she will send a documentation link for customer to upload the requested documents. Customer agreed. Writer confirmed address per WEBCOIN.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-06-09 @ 09:13
Per lines 155-169, customer requests a call back today, 6-9-2014, with information about the SC available for the vehicle. Writer advised that she will document the request but could not promise a call back today.
***** Customer Document Received *****
Customer Document Reviewed.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66334. The reason for the customer contact was to provide or request the following information: Writer called and confirmed that she has received documentation. Writer requested a call back, and advised customer she will follow up no later than Wednesday 6/11/2014.
[redacted] called requesting to speak to CM SH1186 . Writer advised CMSH1186 is currently unavailable. Writer warm transferred customer to CM AH1270 for further handling.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-06-11 @ 13:22
***** Customer Document Received *****
Customer contacted writer. Customer stated he send it documents. Writer looked at documents and stated we need proof of vehicle. Customer is sending in new documents. Customer inquired about Service Contracts. Writer offered WM5100N and LOFR25. Follow up 6/18/2014
Customer Document Reviewed.
Writer called and advised the customer that we have received his documentation and we will be reimbursing him the car payment of $651.10. Customer confirmed his address and stated that his faith in his vehicle has been restored and with Jeep. Customer gave writer permission to close the case.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Car payment reimbursement
If this is a Recall or Extended Warranty, enter the campaign number.
n/a
If this is for a previously made goodwill decision, what is that CAIR #?
n/a
Enter the Mileage at the time of the repair.
n/a
Enter the Date when the repairs were completed.
n/a
What is the total cost of the Parts to be reimbursed?
n/a
What is the total cost of the Labor to be reimbursed?
n/a
What is the total Tax to be reimbursed?
n/a
What is the total amount being reimbursed?
$651.10
[redacted] accepts and verifies the check should be mailed to the following name and address:
[redacted] ,

RALEIGH , NC- [redacted]
LOFR25 not available.
WM5100N and LOFR26 Contract created. Contract number is [redacted].
Writer called and spoke to the customer who informed the writer that the vehicle is running great. Writer advised the customer of the open recall on the vehicle and that he can take it into any dealership to have it repaired.
Check approved.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT5 | EC[redacted] | **Open Date** | 06/05/2014 | **Built Date** | 02/05/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/13/2013 | **Mileage** | 19,000 | **Dealer Zone** | 66 | ORLANDO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 24028 | AUTOPARK CHRYSLER JEEP | | | |
| **Dealer Address** | 400 AUTO PARK BLVD | | | | |
| **Dealer City** | CARY | **Dealer State** | NC | **Dealer Zip** | 27511 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | E-MAIL |
| **Address** | [redacted] | **Home Phone** | |
| | RALEIGH NC[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | Customer requires a full radio replacement. |
| Corporate - Rental Vehicle - Default - Default - Default | Customer will require a rental vehicle extension. |
| Product - Electrical - Occupant Classification System - Unknown - Default | Vehicle airbag and seatbelt light are on in their new vehicle. |
| Corporate - Survey By-Pass - Duplicate CAIR - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Open Case #[redacted]
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
To Whom it May Concern, I have called into the 800-992-1997 line 4 times now expressing my disappointment with the ownership of my 2014 Jeep GC. I was finally given a case number, assigned a representative, yet have still not been contacted. My frustration is the way this entire situation has been handled since my GC was taken to Auto Park Cary two weeks ago. There seems to be a lot of finger pointing going on regarding who is responsible for the issues I am having relating to my Jeep not being fixed. Most importantly, I can NOT drive my car. The air bag, seat belt, and front collision warning lights are all on. The 911 call button has malfunctioned and been brought in for service 3 times now. As a paying customer of a $52,000+ vehicle (to AutoPark Cary), I would consider myself a high value customer for the Jeep brand. The way this has been handled is embarrassing. It has effected my current employment, taken valuable time away from my family, and cost me out of pocket expenses related to the issues. Thankfully, my service coordinator at AutoPark (Daniel Owen) has done what I believe to be within his power to work with me. It is evident that someone above Mr. Owen should be in contact with me as soon as possible. My last 2 phone calls to the 800 number have resulted in the same situation, an apology, and a status update of 'we will be in touch.' This is unacceptable. I get a quicker response as a consumer from companies that I spend a fraction of what I have spent with Jeep over the last 10 years. AutoPark Cary has given me the latest status

update as: 'We should receive your ordered parts for your GC on June 10th 2014. This will put my Jeep out of service for 23 days as a best case scenario. Again, this is unacceptable. Beyond calling the 800 number again, I am running out of options. I look forward to hearing from someone regarding this issue. Kind Regards [redacted]
******END OF CUSTOMER EMAIL*******
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I am sorry you are experiencing concerns with the customer assistance case [redacted] 2.
Our records show that you have contacted us by telephone and we are currently addressing your concern. We have updated your file to reflect the latest information you provided in the email message. Your best chance at a timely resolution would be to continue working with your Case Manager.
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,
Heather Stoner
Customer Service Representative
Jeep Customer Assistance Center
******END OF CAC EMAIL******
Reassigned to eb460 please see duplicate cair [redacted]

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT0 | EC[redacted] | ***Open Date*** | 06/03/2014 | ***Built Date*** | 01/30/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/31/2013 | ***Mileage*** | 11,257 | ***Dealer Zone*** | 42 | DETROIT | |
| ***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*** | 67302 | SHERRY CHRYSLER, DODGE, JEEP, INC. | | | |
| ***Dealer Address*** | 8645 NORTH COUNTY ROAD 25A | | | | |
| ***Dealer City*** | PIQUA | ***Dealer State*** | OH | ***Dealer Zip*** | 45356 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | PIQUA OH [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Product Information - Default - Default - Default | OCM module on back order |

Writer contacted (SHERRY CHRYSLER, DODGE, JEEP, INC 67302) and spoke with
(SM or SA Name).
(SM or SA name) stated part information for order is as follows:
Part #:68222877AA
Part Description:Occupant control module
Order #:e[redacted],
ETA:no date
Is customer in rental?no
If yes, who authorized rental?
Is the vehicle off road?no
Order type: (Daily)
Writer advised customer that their parts concern will be escalated to the
Parts Support team for parts resolution, and that their Case Manager
will provide them updates on the status of the part within 4-5 days.
If an update is received sooner, customer will be contacted sooner.
Assigned case to 96W
Briefly summarize why the customer is contacting Chrysler:Customer states
that he is calling in because the vehicles Forward collision went out,
the cruise control went out and the Air bag light stays on and the seat
belt light. the customer states that the dealership said that there Used
to be a date on the parts and now there is no parts.
Briefly summarize what the customer is expecting:Agent advised the
customer that the OCM module will be able to get sent up to a higher case
manager since its on backorder, but the p14 recall part since it is a
recall we cannot expedite a recall part. The customer had a bad
connection on the phone and the call disconnected.
NEXT AGENT: if the customer call back, inform him again that the OCM
module can be sent up, but the p14 recall cannot. He will be contacted
within 4-5 business days, if there is an update sooner, he will be
contacted sooner.
*correction line 1-2 Agent spoke with Beth, who is the Parts Manager

****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68222877AA,Order#0E0530,OMC#26918691
on 2014-06-03 @ 14:03
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON: 06/03/2014
PART NUMBER: 68222877AA
PART DESCRIPTION: Module
ORDER NUMBER: [redacted]
NUMBER OF DEALERS WITH PART: 25
CUSTOMER IN RENTAL (Y OR N): N
ASSIGN TO: RW612
**********END OF TRIAGE**********
**********96W PARTS UPDATE **********
CM called customer at [redacted] and spoke with Mr. [redacted] Customer was informed a request for the part to be expedited and once a response is received, customer will be updated. CM left callback number 855-525-5085 extension 4720327 and thanked customer for loyalty to Jeep.
**********END OF UPDATE **********
****** START OF SUPPORT ESCALATION by T8430MH******
**** Update from Expediting Team for ****
Part#68222877AA,Order#[redacted] OMC#89326505
Per CAIR policy re-ordered special stock in-process at national ETA to delaer is week of 6/9
****** END OF SUPPORT ESCALATION ****** by T8430MH
**********96W PARTS UPDATE **********
CM received voicemail from customer requesting an update on part.
**********END OF UPDATE **********
**********96W PARTS UPDATE **********
CM called customer [redacted] and spoke with Mr. [redacted]. CM advised the ETA for the part is week of 6/13/14. Customer is disappointed because he has had minimal problems with his previous Jeeps. Customer stated he has been a Jeep owner since 1993. CM assured customer we are working to get the parts to the dealer as quickly as possible. Customer understood and was thanked for choosing Jeep.
**********END OF UPDATE **********
**********96W PARTS UPDATE **********
Per GPOP part was released to PDC 6/11/14.
**********END OF UPDATE **********
**********96W PARTS UPDATE **********
CM called customer at [redacted] and spoke with Mr. [redacted]. Customer was advised the art has been shipped out and should arrive at the dealer no later than tomorrow by close of business. Customer understood and was thanked for choosing Jeep.
**********END OF UPDATE **********
OMC# 89326505Order# [redacted] FOR PN: 68222877AA IS RESOLVED
Writer received voicemail from customer stating he needed to have recall P36 completed. customer left callback number [redacted] 6.
Writer called customer at [redacted] and spoke with Mr. Hunolt.
Customer was informed to contact dealer in regard to recall part.
customer understood and was thanked for choosing Chrysler.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJECT4 EC[redacted] | **Open Date** | 06/05/2014 | **Built Date** | 03/12/2013 | | |
| **Model Year** | 2014 | **Body** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| **In Service Dt** | 12/07/2013 | **Mileage** | 10,077 | **Dealer Zone** | 71 | LOS ANGELES | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 45523 | BROWNING DODGE CHRYSLER JEEP RAM | | | |
| **Dealer Address** | 1983 HAMNER AVE | | | | |
| **Dealer City** | NORCO | **Dealer State** | CA | **Dealer Zip** | 92860 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | CORONA CA[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - Default - Default - Default | |
| Product - Brakes - Unknown - Other - Unknown | |

*** Jason with the I2R Customer Resolution Team is responsible for this CAIR. If the customer should call, please direct them to contact Jason directly at 214-583-2174. Thank you. ***
Called Browning Dodge (45523) spoke with SA Henry. Transferred to SM Jeff. LVM requesting return call.
Called Browning Dodge service spoke with Pearl. Verified dealer unable to duplicate concern during last RO ([redacted]), part was not available to be ordered yet. Aligned sensor.
Called customer at [redacted]4 and LVM offering assistance. Provided direct and toll free contact numbers and advised of additional follow up 6/9/14.
Called customer at [redacted] and LVM offering assistance. Provided direct and toll free contact numbers and advised of additional follow up 6/12/14.
Called customer at [redacted] and LVM requesting return call.
Status update provided via email to the following email address:
[redacted]
Your case has been escalated to me for special handling. I have attempted to reach you by phone regarding your vehicle concerns and I wanted to make sure I had the correct contact information. Please call me at your earliest convenience.
Jason Smith
Chrysler Resolution Team
214-583-2174
888-542-7239 x2174
End of Status Update
Customer LVM requesting return call at [redacted]
Customer LVM requesting return call at [redacted]
Called Browning Dodge LVM for SM Jeff.

Called customer to confirm vehicle concerns. Customer states he has already taken the vehicle back to the dealer because crash avoidance was activating again. Confirms alternate transportation provided. States dealer reported same results as last time, not able to duplicate and cannot replace sensor because it is not available yet. Apologized and advised part may be able to be expedited and received sooner to attempt repair. Customer states regardless he does not want the vehicle because it is putting his wife and kids in danger. Apologized and sympathized with customer s concerns. Customer states he did attempt to work out trade with dealer unsuccessfully, but states he wants to stay with a Jeep regardless. Advised I would follow up with dealer and report back more information as well as review the case further to see what can be provided. Customer states he will be out of town after tomorrow and will not be able to answer his phone. Advised not likely to have further information tomorrow, customer agrees to follow up tomorrow or early next week.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-06-12 @ 17:10
Follow up with dealer 6/13/14
Called Browning Dodge spoke with customer s SA Dirk. SA advises corresponding with Engineering, confirms previously recommended part still not available. Confirmed vehicle in for service and customer in rental. Rental expires 6/14/14. Authorized 5 additional days at $35/day, provided CAIR number, advised DM notes would be updated. Requested SA not release vehicle without speaking with TS. SA acknowledged.
>> Per my conversation with AJT36, Technical specialist the ACC Sensor (68109355AI) is on Restriction, therefore the Crash Avoidance System concern would have to be duplicated before Engineering will authorize the ACC Sensor to be ordered. Emailed TLT to advise.
Called customer, LVM requesting return call.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Called Browning Dodge held for SA Dirk. Confirmed older version of part should arrive and repair could possibly be completed today.
Called customer, LVM requesting return call.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Called customer, LVM requesting return call.
Attorney Demand Letter dated 6/17, recvd 6/20 _
Unable to make direct contact with customer, as customer is now represented by attorney
Atty demand letter referred to legal for handling _
SM calling in to speak to Jason, Agent transferred SM to Jason s direct line.
SM Kirk LVM requesting return call for rental assistance.
Called SM Kirk and confirmed dates on most recent repair. Advised DM notes would be updated with rental authorization. SM was appreciative.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJEBG9 | EC1[redacted] | **Open Date** | 06/05/2014 | **Built Date** | 05/08/2013 | |
| **Model Year** | 2014 | **Body** | WKTP74 | JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY | | | |
| **In Service Dt** | 05/20/2013 | **Mileage** | 15,098 | **Dealer Zone** | 70 | | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 67858 | MOORE CHRYSLER-JEEP INC | | | |
| **Dealer Address** | 8600 W BELL RD | | | | |
| **Dealer City** | PEORIA | **Dealer State** | AZ | **Dealer Zip** | 85382 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | GLENDALE AZ [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Steering - Steering Wheel / Column - Other - Default | Buttons need to be replaced |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Dealer code: 67858
POC Name and position: Tech Richard Martinez
POC number: 602-423-6702
POC e-mail: richeitch42012@yahoo.com
Current mileage: 15098
Customer concern: steering wheel is wearing off on adaptive cruise control button
Dealer diagnosis: needs new buttons
Recommended repairs: needs new buttons
Is the customer in a rental: yes
Is the customer waiting: no
Customer [redacted]
All customer contact numbers: [redacted]
Best time of day for contact: ANYTIME
Writer informed Tech Richard that we will put in DM notes for the total of $114.21 for part and 2 days rental.
DM notes have been added.
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number.
DM Notes have been entered into GCS indicating Customer Care approval.
When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.

##################################
REASSIGNED TO BC/DLR 70 67858 06/05/14 11:41 O [redacted]
Writer contacted dealer 67858 and spoke with SM, Chris as SA Fred was not available. Writer was advised that the repairs have been completed and that the vehicle was returned to the customer about 30 minutes prior to writer calling.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66193. The reason for the customer contact was to provide or request the following information: Calling to confirm repairs have been completed to customer s satisfaction and find out if customer had any further inquiries.
*Contact Date:06/06/2014
Warranty repair has been documented on Repair Order#[redacted]
CAIR RETURNED FROM DEALER ON 6/06/2014 AT 05:00:907 R 25117871
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66193. The reason for the customer contact was to provide or request the following information: Calling to confirm repairs and see if customer had further questions.
Writer advised another contact to be made on 6/12/14
Writer dialed 480-363-9878 to speak to customer who was not available. Writer left a message advising that writer was calling to see if the repairs were working for her vehicle. Writer advised that if writer did not hear back from the customer by 6/16/14 that writer would close the case.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCGX | EC3[redacted] | **Open Date** | 06/08/2014 | **Built Date** | 12/17/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 01/23/2014 | **Mileage** | 3,600 | **Dealer Zone** | 71 | LOS ANGELES | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 68707 | MICHAEL STEAD'S HILLTOP CHRYSLER | | JEEP DODGE | |
| **Dealer Address** | 3291 AUTO PLAZA DR | | | | |
| **Dealer City** | RICHMOND | | **Dealer State** | CA | **Dealer Zip** | 94806 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | NOVATO CA[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | Front collision warning and adaptive cruise control component |
| Dealer - By-Pass - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer states that he has been waiting a month for the part to arrive at the dealership to correct his front collision warning and adaptive cruise control concern. Customer states he leaves on Tuesday, 06/10/2014 for Santa Monica California and is inquiring if he can have the repair completed there if the part is available at this dealership. Customer states he has a concern with the Uconnect Access mobile app and Pandora.
Briefly summarize what the customer is expecting: Part expedition
Agent advised that once the part information is available case will be reviewed for part and repair expedition. Agent transferred customer to Kim with Uconnect Care for further assistance with his mobile apps.
Customer can be reached at [redacted]0
Reason for Dealer Contact: Obtain part information for front collision warning and adaptive cruise control for possible backordered or delayed part arrival.
Dealer Code: 68707
Dealer Personnel Required: Parts Department personal
Customer s Preferred Method of Contact:
Customer Phone Number (Morning): 9[redacted]
Customer Phone Number (Evening):[redacted]
Customer Email address: N/A
Reason for assigning to Resolution Team: Cannot reach Parts Department.
Assigned to 86T
[redacted]
waiting a month for the part to arrive at the dealership to correct his front collision warning and adaptive cruise control
~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Status update provided via email to the following email address:
~~~~~~~~~~~~~~~~~~~~~~~~~~~~

[redacted]
Hi my name is Melody. I have escalated your parts to parts expediting.
Your case is being assigned to a Case Manager for further handling, and
you will be contacted within 4-5 business day. Thanks .Melody
End of Status Update
Writer called MICHAEL STEAD S HILLTOP CHRYSLER @ 510-243-6100 and spoke
to Oscar in the parts deaprtment who said the order # 0519S1 and part #
1NJ72DX9AE, wrirter advised Oscar that the customers file will be sent to
parts expediting, Oscar understood.
Writer contacted (MICHAEL STEAD S HILLTOP - 68707) and spoke with (Oscar
- PA).
(Oscar - PA) stated part information for order is as follows:
Part #:1NJ72DX9AE
Part Description: front collision warning and adaptive cruise control
Order #: [redacted]
ETA: n/a
Is customer in rental? no
If yes, who authorized rental?
Is the vehicle off road? no
Order type: Special Handling
Writer advised customer that their parts concern will be escalated to the
Parts Support team for parts resolution, and that their Case Manager
will provide them updates on the status of the part within 4-5 days.
If an update is received sooner, customer will be contacted sooner.
Assigned case to 96W.
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS RELEASED TO PDC ON: 06/10/14
PART NUMBER: 1NJ72DX9AE
PART DESCRIPTION: MODULE
ORDER NUMBER: 0519S1
NUMBER OF DEALERS WITH PART: 1
CUSTOMER IN RENTAL (Y OR N): N
ASSIGN TO: KS1057
**********END OF TRIAGE**********
********** PARTS STATUS UPDATE **********
CM checked GPOP and found part status as released to PDC. Current ETA
for the part is 06/17/2014.
********** END OF PARTS STATUS UPDATE **********
CM called customer at [redacted]6. CM left a voicemail message for the
customer. CM informed customer that he will be his Case Manager
assisting the customer to receive his backorder part to the dealership.
CM informed customer that his ETA for the part is 06/17/2014. CM
provided the customer his callback telephone # 855-525-5085 ext.4720321.
CM thanked customer for choosing Chrysler.
UPS Tracking #: 1[redacted] UPS Delivered On: Friday,
06/13/2014 at 10:19 A.M.
called MICHAEL STEAD S HILLTOP CHRYSLER and spoke with Ray who confirmed
the repairs have been completed and customer was picking up vehicle
today. The customer had been out of town is the reason the customer is
picking up repaired vehicle today.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG8 | EC[redacted] | ***Open Date*** | 06/10/2014 | ***Built Date*** | 09/20/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 10/11/2013 | ***Mileage*** | 7,005 | ***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*** | 68958 | WHITE PLAINS CHRYSLER JEEP DODGE | | | |
| ***Dealer Address*** | 70 WESTCHESTER AVE | | | | |
| ***Dealer City*** | WHITE PLAINS | ***Dealer State*** | NY | ***Dealer Zip*** | 10601 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | SCARSDALE NY [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Complete Failure - Default | Front collision warning sensor and housing suffered physical damage |
| Corporate - Survey By-Pass - D-12-27 - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer states that they have been experiencing an issue that a bracket on the rear of the vehicle that contains components of the forward collision warning system of the vehicle had been pushed up/damaged. Customer states that they have been told that they have to pay for this and that it would cost the customer $5000. Customer elaborated that she has had many difficulties in locating a Jeep vehicle to her specifications and that she feels that based off of previous experience that this sensor housing and components had suffered damage from the dealership. Customer further states that she is dissatisfied with this concern and that she would be making further inquires.
Briefly summarize what the customer is expecting: Customer is expecting assistance with warranty disputes.
Agent contacted dealer 68958 and spoke with SM Victor who reviewed customers concern and states that a bracket at the rear of the vehicle had been bent in a specific manor that surrounding bracket components of the forward collision control system of the vehicle was missing, that the left sensor had obtained damage. Dealer states that this was bent in a specific manor that clearly indicated out side damage and that components had not come from the factory bent in this way. Agent advised customer that it is bent in a manor that it is declared physical damage that we cannot process customers warranty request for this. Agent advised customer that it could be possible for insurance to be contacted to see if assistance could be provided under those means. Agent advised that vehicle had passed initial inspection at time of sale and that we would submit customer complaints but assistance cannot be granted further.
The customer called back to say she called the dealership who stated that the damage to the bracket was not that severe and said that they were

waiting for jeep to call back. The SM Victor the bracket is bent the the bezel aroung the sensor is missing and it not warranty repair. The SM states the customer should apply to her insurance company for assitence. The customer would like to document that chrysler should change the design of this if it is so fragile as to be damaged so easily.
Customer called back and is upset and stated that she spoke to the dealership and they told her that the repair would not be covered under the warranty. Customer stated that that they received the message that stated the 'swc/acc was off and then said to clean sensor' so it was due for first oil change and this message came up in March and they took vehicle in yesterday to dealership. Customer stated that they were told that the cone housing was missing on the front sensor and that there was a bracket pushed down a metal oneÙ and later was told it was not bent much and there were no scratches or damage. Customer was told that because the bracket was bent that it could not be covered under warranty. Customer stated she wanted to know why someone backing up in the rear or snow or stones could have dislodged the cone housing and the bracket. Customer wants to know why it is so easily damaged. Customer stated that she cannot understand how this happened as her son has driven the vehicle but has not back into anything and does understand that the dealership stated that it would just take someone backing into the vehicle that could damage the sensor.
Customer stated that the dealership gave her an option to bend it back and they know sometimes the plastic brackets break and they just replace them and can realign and try that and it would cost $400.00-$450 and they could leave it without the cone. Customer stated she is weighing her options or will contact the Insurance Company but then her insurance will go up.
Customer stated that they told her it could have been damaged from someone backing into the rear of the vehicle and it would not take much to damage it. Customer stated that it could get damaged from snow or rocks or stones hitting from underneath. Customer is concerned that this will happen again and wants to know why they can t ride it like it shows on the ads and wants to have her concern documented.
Agent advised customer that we will call her back on her cell- [redacted] once we speak to the dealership to get further information as she states the information on file is incorrect and this is not what she advised agent. Agent advised we will get this straight and document exactly what the dealership states. Customer also wanted to know who else she can contact further up in Chrysler to resolve this issue if this piece is so easy to break.
Agent contacted dealership 68958 Ù to confirm details of diagnosis. Spoke with Service Advisor MatthewÙ.
What is the diagnosis? Customer came in and the sensor was dirty. Matthew stated that when the technician looked at vehicle they stated the front radar sensor is out of position recommending new bracket. The sensor was bent down and shroud cone housing was missing recommending the 3 plastic brackets and readjustment of sensor and calibration. Matthew advised customer that it would take between 3 to 3-1/2 hours to fix and customer declined offer. The cost of the repair would be labor $437.50 and parts $15.00 and she declined to have it done because she stated that it was faultiness of the dealers and aero dynamics of the vehicle. Dealership did not take pictures of it and because the shroud was missing that there was damage done. Matthew stated that it could have been caused by the vehicle pushed up against a snow bank and hit the sensor or could have been a bird flying into it something happened that was soft enough to not damage the sensor but hard enough to wreck the cone. They noticed a ding on it and they also had to fix the trailer hitch however there were no marks or dents on that or scratches however with the shroud missing they definitely hit something.
Agent contacted the customer back and stated that she will think about what to do because it would cost 5,000 for the kit to repair it properly and to fix it without the cone would be 437.50 plus parts 15.00.
Agent advised customer to think about it and when she decides to contact the dealership.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG5 | EC2[redacted] | ***Open Date*** | 06/11/2014 | ***Built Date*** | 06/21/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 10/26/2013 | ***Mileage*** | 6,721 | ***Dealer Zone*** | 42 | DETROIT | |
| ***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*** | 45476 | SUBURBAN CHRYSLER JEEP DODGE OF | | | |
| ***Dealer Address*** | 1790 MAPLELAWN DR | | | | |
| ***Dealer City*** | TROY | ***Dealer State*** | MI | ***Dealer Zip*** | 48084 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | BIRMINGHAM MI [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Suspension - Unknown - Other - Unknown | Air suspension shows lowering |
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | Forward collision sensor comes on. |
| Product - Electrical - uConnect Cellular System - Navigation - Default | Freezes and reboots |
| Product - Brakes - Unknown - Other - Unknown | Phantom braking |
| Product - Transmission / Transaxle - Automatic Trans / Transaxle - Noisy - Default | Whistling noise. |
| Corporate - Survey By-Pass - Legal - Default - Default | per lines 85-86, customer states he has legal representation |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Dealer code: 45476
POC Name and position: George/SA
POC number: 248-519-9436
POC e-mail: none
Current mileage: 6721
Customer concern: 1. came in to have engineer take pictures (done) 2. Transmission whistling noise during de acceleration and both drive modes. 3. Transmission faults intermittent during park to reverse or in and out of drive in driveway. 4. Forward collision sensor shows unavailable, 3 times weekly. 5. Phantom braking without obstacles, day time no traffic even when its turned off. 6. Navigation reboots and shows errors and freezes during long drives. 7. Air suspension reads lowering when not lowering, power cycles. 8. Recall being done
Dealer diagnosis: Requesting TS assistance.
Recommended repairs: none so far.
Is the customer in a rental: Refused as he will only accept a Jeep Grand Cherokee Overland and there were none available.
Is the customer waiting: No, dealer drove customer home.

Customer [redacted]
All customer contact numbers: [redacted]
Best time of day for contact: day time
SA states that customer is in the middle of requesting buy back. Writer advised that there is no current open case. Writer provided case#. SA states that he is not sure if customer is expecting to get the vehicle back today as he originally only came in to have the pictures taken and refused rental. Writer advised that recall can be done and TS will be in contact to diagnose.
Engineer came to dealership to take pictures of the bumper.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-06-11 @ 10:56
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Agent attempted to contact customer [redacted] , however, customer was not available.
Left message for a return call at extension 66301. The reason for the customer contact was to provide or request the following information: writer informaiton and to review case.
Writer contacted dealership spoke to SA George which states that they where never able to duplicate the concerns. SA George states that the customer came in and did a ride along and they where still not able to duplicate the concerns.
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 66301. The reason for the customer contact was to provide or request the following information: review case
George sa called in to advise customer is back, with the dame concern. George sa advised that the customer advised dealer he is going 35 mph and over there is a high pitch wining whistling noise. George sa advised writer that there is no diagnosis at this time but will callback with diagnosis, just wanted it known the customer is back. Writer gave George sa reference number and advised of who the CA is with ext.
Writer dialed SA George who stated the SD Jim has taken over this case and would like to speak to writer and was transferred, SD stated customer was having issues with the forward collision and cruise control with fault codes and they cleared the codes and there is no whistle at present time. SD also stated they need to replace the cruise switch and writer inquired if he has informed TS of this and he stated he has not but will do so and writer gave SD the TS number and stated we will document and will have CA contact SD back.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-06-24 @ 12:03
Case escalated per TS request.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted dealership spoke to SA George which states that the vehicle was returned back to the customer on 6/26.
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 66301. The reason for the customer contact was to provide or request the following information: Left message to review vehicle with customer. Next follow up no later than 7/2.
Writer contacted customer. Customer states that he has retained a lawyer and they have sent in the letter for lemon law. Customer states everything else needs to go through his attorney. Writer advised

customer I would document that information in the case.
SA George contacted writer; SA stated that the claim is being rejected for a claim that was authorized. Writer advised that the notes are in the system and confirmed that WA put the claim through as an RA. Writer advised that any further assistance will need to be taken to AM.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFDJ5 | EC2[redacted] | **Open Date** | 06/11/2014 | **Built Date** | 06/13/2013 | |
| **Model Year** | 2014 | **Body** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/03/2013 | **Mileage** | 8,500 | **Dealer Zone** | 63 | DALLAS | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| **Engine** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

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|---|---|---|---|---|---|
| **Dealer** | 45463 | NYLE MAXWELL CHRYSLER DODGE JEEP | | | |
| **Dealer Address** | 13401 FM 620 | | | | |
| **Dealer City** | AUSTIN | **Dealer State** | TX | **Dealer Zip** | 78717 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | AUSTIN TX[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Brakes - Unknown - Other - Unknown | Brake Jerk |
| Product - Electrical - Unknown - Other - Default | customer having an issue Forward collision warning brake system |

86 calls - CSR directs him to ECS.
Briefly summarize why the customer is contacting Chrysler: Customer called seeking information regarding Forward collision warning active braking system. Customer stated he has this feature turned off and yet the vehicle is still applying the brakes. Customer stated the vehicle is slamming on the brakes. Agent advised customer that his file would be sent of for further review and he will receive a call back by the end of business today. Customer understood. Customer provided contact information;
[redacted]
Briefly summarize what the customer is expecting: Customer having an issue with active braking system
Reassigning case to 88W.
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Status update provided via email to the following email address:
[redacted]
Hello, my name is Rosa and I have been assigned as your customer advocate with Jeep Enhanced Customer Satisfaction. This email is confirmation that your case 2[redacted] was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number 830-998-8300. My office hours are 8AM 4:30PM MST. My contact information is 800-763-8422 EXT 66145. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66145. The reason for the customer contact was to provide or request the following information:

Find out when customer can take the vehicle into the dealer for a diagnosis. 6/12/14.
Begin Customer Message reviewed:
Rosa, please call me again at 830-998-8300. Thanks.
End of Reviewed Customer message
Writer contacted customer and he states the ABS system is deactivated but it is going off on its own. Customer is concerns for his safety. Writer advised customer if he is willing to take the vehicle to the dealer we can involve our cooperate engineers to come to a proper resolution. Customer states he is willing to take the vehicle to the dealer. Writer advised customer we can contact the dealer and schedule an appointment for him. Customer states anytime next week would work but early in the morning. Writer advised customer we will contact the dealer and we will also make rental arrangements for him. Customer states if they have a similar vehicle to his that would be preferable. Follow up no later than 6/16/14.
Writer contacted dealer and spoke with receptionist and scheduled an appointment for customer on Tuesday 6/17/14 at 7AM. Writer also made rental arrangements for customer.
Status update provided via email to the following email address:
[redacted],
I contacted the dealership today and your appointment is scheduled for Tuesday 6/17/14 at 7AM. I have also made rental arrangements for you so there will be one ready for you when you drop off. Please let me know if this is not a good time for you and I can contact the dealer and make adjustments. Thank you and have a good weekend!
End of Status Update
DM notes entered for rental.
Begin Customer Message reviewed:
Rosa,
Contrary to what I said yesterday, can I drop off the SRT at 10:00 AM rather than the 7:00 AM? That way I can miss traffic.
Thanks,
Matt
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]m
[redacted],
I apologize; I thought you said as early as possible would be best. I contacted the dealer and your appointment is scheduled for Tuesday 6/17/14 at 10AM. Thank you and have a good day.
End of Status Update
Vehicle is at the dealership - NYLE MAXWELL CHRYSLER DODGE JEEP (45463)
Update triggered by S01610E
Writer contacted customer, left message. Follow up 6/19/14.
Writer received call from Jonathan, SM at dealership 45463. SM states that there is an open STAR case that tells the dealership not to attempt to test the front crash warning. SM states that he drove with his SD in a vehicle in front of him. SM confirms that he duplicate the automatic breaking with the option of the active braking turned off. SM confirmed that both active braking and front collision options must be off to deactivate the active braking as the vehicle does not know the difference between a car making a right turn and it being at a complete stop. SM states that he has 2 days of rental but no RO. Writer requested SM fax copy of rental to CA RF766. Writer provided SM with CA email address. SM will explain issue to customer.
Writer contacted customer and he states he is busy and would like a call back in 30 minutes.
Writer contacted customer and he states he would like this concern corrected because he was advised he needs to deactivate the whole system for the ABS system to not go off on its own. Customer states the SM advised him he needs to turn off both options which one is on the touch screen and one is near the dash for the warning signal. Writer advised customer of lines 76-86.Customer states he does not want to lose the option of the warning signal and wants to know what can be done about

this. Writer advised customer we can discuss this with one of our TS s and get back to customer on 6/24/14.
Status update provided via email to the following email address:
[redacted]
At this time I do not have any additional information to report, and apologize for any disappointment this may cause. I value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 66145.
End of Status Update
Email sent to TS/Scot for assistance to resolve the customer s concern.
Writer contacted SM Jonathan who advised that vehicle is operating as designed and that the customer would like it to do something that it is not designed to do. SM tested the vehicle to satisfy the customer and advised that vehicle is operating as it is designed. SM would also like RF766 to follow up with him about email and payment on case.
Status update provided via email to the following email address:
[redacted]
Sorry for the delay in resolution to your vehicle concern. Please allow us a few more days to continue researching the forward collision questions you have. Your Customer Advocate, Rosa has been out of the office. Your concerns have been forwarded to a Corporate Technical Specialist for review. I will follow up with no later than 6/27/14.
End of Status Update
Writer received an email from TS Scot who state based on what he read and researched, It looks like the customer can turn off the Active Brake Feature and still have the ability to leave the Forward Collision Warning System on.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66145. The reason for the customer contact was to provide or request the following information: Lines 121-124. Follow up 7/1/14
Writer contacted customer and advised him of lines 121-124. Customer stated that is what he was trying to explain to the dealer because when he turns off the ABS it is still active and braking when it is not supposed to. Customer states he does not want to take it to the dealer because they will tell him exactly what they told him last time. Writer advised customer we will consult with our TS to see what he recommends at this time. Follow up 7/2/14.
Writer contacted customer and advised him the best option would be to take the vehicle to the dealer so we can look into the concern further. Customer states he does not mind taking the vehicle back in but would like CA to explain the conversation with the TS to hm. Customer states he would also like a different rental maybe a Jeep or some type of SUV. Writer advised customer we will do so and have SM Jonathan contact him.
Writer contacted SM Jonathan, left detailed message regarding conversation with customer.
Email sent to TS SWM15.
Writer received voicemail from SM stating he would like to know if the check was sent out for the rental and is requesting the TS to contact him before he schedules an appointment with the customer.
Writer receive an email from TS Scot stating he will contact the dealer on Tuesday 7/8/14.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66145. The reason for the customer contact was to provide or request the following information: Advise customer of lines 145-149. Follow up 7/9/14
Email sent to TS Scot.
Status update provided via email to the following email address:
[redacted],
As of right now SM Jonathan requested our corporate engineer to contact him so they can discuss your concern further before having you take it back in. I have sent the information to my corporate engineer so as soon as I get the information, I will contact you but it should be no later

than Monday 7/14/14. If you have any questions or concerns please feel free to contact me directly at 1-800-763-8422 EXT 66145 or you can respond to this email. Thank you and have a great day.
End of Status Update
Begin Customer Message reviewed:
Hi Rosa!
Can you send me a brief summary of where we are at this point? I d like to know what your technician is saying about the braking warning vs. active braking and what the dealership is saying. We ve gone back and forth so an email with where we re at as of today would be very helpful. Thanks and have a great day!
End of Reviewed Customer message
Writer spoke to Jonathan, SD at dealership 45463. SD states that CA told him that TS SWM15 would be in contact with more information but he has not heard from TS. SM states that due to restriction he is not able to open a regular STAR case. SD confirms that vehicle is not at the dealership. Writer advised that TS will be contacted and advised in order for a STAR case to be opened vehicle would have to be at the dealership. SD direct number 512-2493254. SD states that the active collision system will brake when turned off. Writer advised that TS will be contacted.
TS SWM15 prompted.
Begin Customer Message reviewed:
Hi Rosa!
Can you send me a brief summary of where we are at this point? I d like to know what your technician is saying about the braking warning vs. active braking and what the dealership is saying. We ve gone back and forth so an email with where we re at as of today would be very helpful. Thanks and have a great day!
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Hello [redacted] My name is Penni. I wanted to follow up with you as your customer advocate is out of the office today. I have spoken to Jonathan at the dealership. I have notified my Technical Specialist to contact the dealership for more information so that we can figure out the next steps. I will have your customer advocate follow up with you as soon as we have an update. Thank you and have a great day!
End of Status Update
Received email from TS SWM15 stating he has emailed engineering and is waiting for a response by tomorrow or Friday.
Begin Customer Message reviewed:
Hello, can I get an update and maybe a plan of attack for what we re doing to resolve this issue. I talked to the dealership and they were waiting to hear from Scott at Star....
End of Reviewed Customer message
Writer contacted customer and advised him of lines 200-201. Writer advised customer the best option might be to just take the vehicle in for a diagnosis to be completed with the assistance of our TS. Customer states he lives 45 miles away from the dealer and does not want to take it down there for no reason. Customer states SD Jonathan is waiting to hear back from our TS. Writer advised customer they are working together to resolve this issue. Customer states he would like to wait to see what information/recommendations they can come up with. Writer advised customer we will follow up on 7/22/14.
Email sent to TS SWM15.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66145. The reason for the customer contact was to provide or request the following information: Advise customer we are still working on the concern. Follow up 7/24/14.
Writer contacted customer and advised him we are working on a fix. Customer states he would like to be updated once a week via email and once we have the information to call him by phone. Writer advised customer we will follow up every Thursday.
Status update provided via email to the following email address:
[redacted]
,

As of right now I do not have any new information to relay to you. I will contact you again next Thursday 8/7/14. Thank you for your patience and have a good day.
End of Status Update
Status update provided via email to the following email address:
[redacted],
As of right now I do not have any new information to relay to you. I will contact you again next Thursday 8/14/14. Thank you for your patience and have a good day.
End of Status Update
Status update provided via email to the following email address:
[redacted],
As of right now I do not have any new information to relay to you. I will contact you again next Thursday 8/21/14. Thank you for your patience and have a good day.
End of Status Update
Status update provided via email to the following email address:
[redacted],
I do not have any new information to relay to you at this point; I will contact you again next Thursday 8/28/14. Thank you for your continued patience and have a great day.
End of Status Update
Status update provided via email to the following email address:
[redacted]
I do not have any new information to relay to you at this point; I apologize about the delay. I will contact you again next Thursday 9/4/14. Thank you for your continued patience and have a great day.
End of Status Update
Status update provided via email to the following email address:
[redacted],
I do not have any new information to relay to you at this point; I apologize about the delay. I will contact you again next Thursday 9/11/14. Thank you for your continued patience and have a great day.
End of Status Update
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40667. The reason for the customer contact was to provide or request the following information: Advise customer there is nothing wrong with the vehicle per engineering.
Status update provided via email to the following email address:
[redacted],
I have been trying to reach out to you to discuss your case further. Please give me a call at your earliest convenience at 1-800-763-8422 EXT 40667. I will follow up with you no later than 9/16/14. Thank you and have a great day.
End of Status Update
Begin Customer Message reviewed:
Rosa,
I m vacationing in the mountains of Utah with minimal to no cell phone coverage. Could you send me your update via email? I m very interested in what the technicians have come up with. I ll check my email every two or three days.
Thanks,
Matt
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted],
The information that I have received from my Technical Engineering Department is that they have investigated your concerns and have determined based on you vehicle s sales codes (build configuration) the

vehicle was designed this way. I apologize for the delay on this information and I know it is not what you were expecting but at this point your vehicle is operating as designed and is within Jeep s specifications. Please let me know if you have any questions, you can respond to this email or contact me directly at 1-800-763-8422 EXT 40667. Thank you and have a good day, I will attempt to reach you again no later than 9/19/14.
End of Status Update
Begin Customer Message reviewed:
Hello and thanks for the response. So Chrysler feels it is acceptable to not be able to turn off the active breaking system? Therefore, the braking assistance could cause undesired heavy breaking that could cause a rear end collision?
I just wanted to confirm that was the design intent. Thanks.
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted],
I apologize that this is not the information you were seeking. If you would like to discuss this further please give me a time frame to contact you at or you can call me at 1-800-763-8422 EXT 40667. I am not technically inclined but the dealership has all the information regarding how the ABS system works. I will contact you again on 9/24/14. Thank you and have a great day.
End of Status Update
Writer contacted customer and advised him of the information from engineering. Customer states at this point he will just have to live with it and hope he does not get rear ended. Writer advised customer if there was anything else we can address for him at this point. Customer states there is nothing else we can do for him at this point. Writer advised customer we would like to look into a SC for the inconvenience. Follow up 9/26/14.
Status update provided via email to the following email address:
[redacted],
I am still looking into the service contract for you; I apologize for the delay. I will follow up with you no later than 9/30/14 with the information. Thank you.
End of Status Update
Writer contacted customer and offered AP685N. Customer accepts and provided current mileage of 8,500. Advised customer it will attach in 3 days and he will receive something in the mail within 30 days. Advised customer the case will be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.
WM785N and ECPS28N Contract created. Contract number is [redacted].
Customer is calling to verify MVP s have been added to vehicle. Writer informed customer and oil change 2 yrs/8 oil changes and a mechanical coverage 7yr/85,000m was added to the vehicle. Writer informed customer does not need documentation showing coverage on vehicle; dealership can look up coverage s using VIN.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG0 | EC[redacted] | ***Open Date*** | 06/12/2014 | ***Built Date*** | 04/12/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/06/2013 | ***Mileage*** | 11,400 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 45610 | FIVE TOWNS CHRYSLER DODGE JEEP RAM | | | |
| ***Dealer Address*** | 550 BURNSIDE AVE | | | | |
| ***Dealer City*** | INWOOD | ***Dealer State*** | NY | ***Dealer Zip*** | 11096 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | FREEPORT NY [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Defective - Default | Customer states EVIC system is displaying multiple errors |

Briefly summarize why the customer is contacting Chrysler: Customer called in stating her vehicle is currently at the dealership and for the duration she has had the vehicle approximately 10 months, the customer has brought in the vehicle for numerous repairs. The customer is frustrated with the amount of issues the vehicle is having. Agent is currently working with dealership 45610. The customer states the evic system is displaying many errors such as, brake warning signal, air bags not active and the 911 on rearview mirror is flashing. Agent contacted the dealership and spoke to SA Ron, to see if there was an update on the vehicle. SA stated they did find the issue and the telematic module needs replacing. SA stated the customer is currently at the dealership right by him. Agent connected back to the customer to relate the information and informed the customer that her concerns will be documented.
Briefly summarize what the customer is expecting: reporting issues with vehicle, and wondering status or diagnosis
Agent also informed cutomer of p14 recall and provided the customer with information as per answer id: 24159
Customer on special tracking refer to [redacted]

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT4 | EC[redacted] | ***Open Date*** | 06/12/2014 | ***Built Date*** | 09/19/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 09/30/2013 | ***Mileage*** | 22,324 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 43232 | JEFF D'AMBROSIO CHRYSLER JEEP | | DODGE | |
| ***Dealer Address*** | 1221 E LANCASTER AVE | | | | |
| ***Dealer City*** | DOWNINGTOWN | ***Dealer State*** | PA | ***Dealer Zip*** | 9335 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | BENSALEM [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Transmission / Transaxle - Unknown - Hard Shifting - Default | Hard shifting |
| Product - Electrical - Unknown - Other - Default | Screen freezes intermittenly |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | no diagnosis since 06/27 |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - Property Damage - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver | |
| Product - Brakes - Unknown - Defective - Unknown | |
| Product - Unknown - Unknown - Accident - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Dealer code: 43232
POC Name and position: SM Jim or Tech Mike
POC number: 610-269-9500 ext 294
POC e-mail: XXXX
Current mileage: 22324
Customer concern: hard shift 2 and 3rd gear holds back when taking off and sling shot forward, radio screen freezes and heater not operating properly, popping sound when slowing down and taking off on the right front area, right front and right rear doors do not close properly, rattle sound from left side
Dealer diagnosis: unable to duplicate
Recommended repairs:
Is the customer in a rental: yes
Is the customer waiting: no
Customer name: CAS PAC CORP. SCOTT CLEWELL
All customer contact numbers: [redacted]
Best time of day for contact: Anytime
****** Following Corporate Resource has been contacted ******
TAPS

on 2014-06-13 @ 08:15
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66170. The reason for the customer contact was to provide or request the following information: To inform customer we are their CA and we will be giving updates as they become available.
CAIR ESCALATION UPDATE
SEE STAR CASE# 6[redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer dialed SM Jim who stated they ordered radio and it has arrived, SM also stated this customer has informed them of all of his grievances and SM stated he has submitted this to his AM and he has also notified TS as well. Writer stated we will document this as well.
Writer dialed customer [redacted] was informed he will not be in until 6/23/14.
Writer dialed customer [redacted] customer stated he is very frustrated that this will be the 12th time that his vehicle has been to the dealership and he purchased a new vehicle so he would not have these issues. Customer stated he would just like the same vehicle but one that does not have these issues, writer inquired if he has notified the dealership and he stated he has. Writer stated we will get further information from dealership and will contact customer back.
Writer dialed SM Jim who stated radio is in but customer has not returned to have repairs completed. Writer also inquired if SM has got a response back from AM concerning this matter and SM stated he has not at this time. Writer stated we will contact customer and inform him the radio is in and informed SM to contact writer when he gets response from AM.
Status update provided via email to the following email address:
[redacted]
Hello,
We have been in contact with the dealership and they have informed us the radio for your vehicle has arrived, when you are able please contact the dealership and schedule a time that will work for both of you to have those repairs completed. I will follow back up with dealership and you 6/27/14 to see if appointment has been made.
Have a great day,
Melba
Jeep Enhanced Customer Satisfaction
End of Status Update
Writer dialed SM Jim and was informed he is on a test drive and 3rd party stated they will have SM contact writer back.
Writer dialed customer and left message inquiring if they have scheduled appointment to take vehicle into dealership to have repairs completed, and we will be following back up 7/1/14.
Writer dialed SM Jim who stated they have sent customer a post card and have left message with customer informing him radio has arrived, customer has not contacted dealership.
Status update provided via email to the following email address:
[redacted]
Hello,
We have been in contact with the dealership and they have informed us the radio for your vehicle has arrived, when you are able please contact the dealership and schedule a time that will work for both of you to have those repairs completed.
Have a great day,
Melba
Jeep Enhanced Customer Satisfaction
End of Status Update
Writer dialed SM Jim and was informed by 3rd party he is not available and writer left message to contact writer back.
Writer dialed SM Jim and inquired if customer has contacted them to have repairs completed, SM stated customer has not.
Writer dialed customer who stated this is his busy time of year for work

and he does not know when he will be able to take vehicle into dealership, customer also stated he is very frustrated that he has to keep taking this vehicle back into the dealership and this will be the 14th radio that will have been replaced, customer also stated he may just wait until the vehicle falls apart and purchase another brand vehicle.
Writer apologized that customer has had these concerns and stated when customer does decide to take vehicle back into the dealership to have repairs completed to contact writer back.
Writer dialed SM Jim and informed him of what customer has stated and also inquired what AM has stated about customer s request for buyback, SM stated AM requested repair history and once that was reviewed informed SM they will not be replacing customer s vehicle.
Writer received a voicemail from customer stating a week ago he was in a minor accident and he ended up rear ending someone and the front warning system never went off and the brakes never hit and everything was turned on and the airbag did not deploy and would like a call back.
Writer dialed customer who stated he was going 8-10 mph when accident happened, writer informed him we will be sending case to our SI team and we will contact customer back when updates become available.
**********

07.14.14
>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
VEHICLE LOCATED AT: RESIDENCE
[redacted]
BENSALEM PA [redacted] -
[redacted]
Per OGC Matrix, reassigned to 82t for their review and handling. MG17
7/16/14 ASSIGNED TO LSE6. PAG
CAIR NUMBER [redacted] REQUEST EAA INSPECTION 07-16-2014 10:52
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 07-16-2014 10:52
CCRG Open Date: 07/14/2014 11:25:17
Letter Sent: Acknowledgement 07/17/2014 12:18:21
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/09/14 AT 15:17:03 [redacted]
Letter Sent: Denial 08/25/2014

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJECG6 | EC1[redacted] | **Open Date** | 06/12/2014 | **Built Date** | 04/11/2013 | |
| **Model Year** | 2014 | **Body** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| **In Service Dt** | 05/13/2013 | **Mileage** | 18,566 | **Dealer Zone** | 71 | LOS ANGELES | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | |
|---|---|---|---|
| **Dealer** | 26553 | MICHAEL STEAD'S WALNUT CREEK CHRYS | LER JEEP DODGE |
| **Dealer Address** | 2404 N MAIN ST | | |
| **Dealer City** | WALNUT CREEK | **Dealer State** | CA |
| **Dealer Zip** | 94596 | | |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | DANVILLE CA[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - RRT - Default - Default - Default | BODY CONTROL MODULE ENHANCEMENT FLASH |
| Product - Drivability - Unknown - Other - Default | states when driving 80 mph the brake will just slam on |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - Reimbursement - Default - Default - Default | |
| Corporate - Rental Vehicle - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: The customer called in and states he has been home for a few weeks and his sons had the car. The customer states that he cruise control and there is a special enhancement - distance monitoring accessory.
The customer states when driving down the road the brakes slam on. The customer states that this has happened twice in the last three weeks.
The customer has not brought the vehicle in to the dealership yet. The customer spoke to the dealership and they did not know if they could do anything as it was an intermittent issue. The customer explained this to the dealership and they told him that they would have to keep the vehicle for a couple of days and that the customer would have to rent a vehicle when this is done.
Customer requested the special customer care team he had previously to address his concerns. Agent is sending file up as customer states he is afraid to drive the vehicle and this is dangerous.
Briefly summarize what the customer is expecting: Caller is seeking to file a complaint on his vehicle.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted] Secondary No : [redacted]
Preferred Afternoon/Evening call back number is [redacted] Secondary No : [redacted]
Customer email address for case updates:

Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
Reassigned to 88W
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Servicing Dealer:43174 TUTTLE-CLICK S TUSTIN CHRYSLER 714-730-4600
Selling Dealer:SAME
CONCERNS:states when driving 80 mph the brake will just slam on
NEW:1
USED:0
Currently owns:1
Extended Warranty:NO
Service Contract:NO
Out of Warranty:NO
Current Miles:17237
Call to dealer 43174 TUTTLE-CLICK S TUSTIN CHRYSLER 714-730-4600
Agent attempted to contact dealer Service Manager Dale, however,
SM not available. Left message for a return call at extension 66207
The reason for the dealer contact was to provide or request the
following information: To discuss intermittent issue of brake applying by
itself white going 80 mph.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Ree and I have been assigned as your case advocate .
This email is confirmation that your case, 2[redacted], was successfully
escalated to me. After I review the details of your case I will be
calling you at your preferred number, [redacted], within the one
business day. My office hours are 11:30 am-8:00 pm MST Monday,
Wednesday-Friday; 9:00 am-5:30 pm MST Tuesday. My contact information is
800-763-8422 EXT 66207. If your preferred telephone number mentioned
above isn t correct, please reply with the correction.
End of Status Update
SM Dale states he tried to contact CA Ree but her extension is invalid.
CA advised SM that extension is working transferred to extension 66207.
Spoke with SM Dale who states that this vehicle has not been at his
dealership but would be happy to help customer if he wants to come to
this dealer.
Call from customer wanting to take vehicle to dealer 60313 and is
concerned about getting a rental during diagnosis, and that everything be
done by the end of next week.
CA advised customer that he will be provided a rental but could not
promise that work would not be done by end of week.
CA advised will call dealer to advise of ECS program and that customer
should call an make an appointment.
Call to dealer 60313 CRYSTAL CHRYSLER, JEEP, DODGE 760-324-4557
Agent attempted to contact dealer Service Manager Ernest, however,
SM not available. Left message for a return call at extension 66207
The reason for the dealer contact was to provide or request the
following information: Advised customer will be calling for appointment
and to make sure they read the information in VIP about ECS and they can
request assistance with diagnosis and are to provide rental.
SA John from DLR 60313 called in because they want to know if they can
put the customer in a rental vehicle that is not a Chrysler vehicle. SA
John states that the customer is part of the ECS. Agent looked up the
customer s case and warm transferred SA John to CM RR1362.
Call from SA John. Customer is there for diagnosis. Requesting a like
rental. Enterprise does not have a like Chrysler product. CA Okayed
putting customer in a different brand vehicle for customer satisfaction.
Voicemail from cutomer requesting status update for his vehicle.
Call to dealer 60313 CRYSTAL CHRYSLER, JEEP, DODGE 760-324-4557
Agent attempted to contact dealer Service Advisor John, however,
SA not available. Left message for a return call at extension 66207.
The reason for the dealer contact was to provide or request the
following information: Trying to get diagnosis update for this customer.
Requested call back.
CA will call customer after getting update.

Begin Customer Message reviewed:
Any news on the progress of the timeline to pick up my 2014 jeep...thanks
[redacted]
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
I did get your voicemail and have placed a call to the dealer to get an update. I had to leave a voicemail, but as of yet have not heard anything back.
I was waiting to call you as soon as I have heard back. I will keep trying to reach the dealer for an update.
I can appreciate your concern and I do thank you for your patience.
End of Status Update
Call to dealer 60313 CRYSTAL CHRYSLER, JEEP, DODGE 760-324-4557 Spoke with SM John. States they have not gotten to this customer s vehicle yet and hope to get to it tomorrow the 19th. CA advised SM that customer was expecting to pick up vehicle tomorrow. SM states he will call customer in just a few minutes before leaving for the day.
Status update provided via email to the following email address:
[redacted]
I was able to speak with John at the dealer just a few moments ago and he indicated to me he was going to call you this evening.
Have a good evening.
End of Status Update
Call to dealer 60313 CRYSTAL CHRYSLER, JEEP, DODGE 760-324-4557
Agent attempted to contact dealer Service Manager Ernest, however, SM not available. Left message for a return call at extension 66207
The reason for the dealer contact was to provide or request the following information: Checking to see if John got a hold of customer last night. What is the status of the customer s vehicle? Was there a chance for diagnosis? Does customer have vehicle back?
Requested call back from SM.
SM John contacted writer stating that they have test drove the vehicle close to 40 miles and have been unable to find any of the problems with the vehicle and are waiting for STAR to reply to them.
Voicemail from customer. Very upset that vehicle was not diagnosed or repaired. States dealer told him that Detroit had not contacted them and had not responded to their requests for assistance with diagnosis.
Call from customer stating same information in voicemail. CA advised that calls had been placed to the dealer.
Advised that dealer did not contact for assistance with diagnosis.
Customer states he is in parking lot of dealer. Wants to know if they bring the vehicle back tomorrow could the dealer get help with diagnosis tomorrow. CA advised customer go in and talk with SM to make arrangements.
Customer requested call back in 30 minutes.
Call from customer. States SM was gone for day, parts manager Randi tried to be of assistance. Customer states they explained the situation that vehicle needs to be taken care of tomorrow. Customer needs same rental and asked that they have it ready for them tomorrow. States vehicle is dirty. States GM walked by and handed his card and told him to call the GM.
CA stated that when vehicle comes back in tomorrow they need to make sure they tell the dealer they are only there for a day.
Call to dealer 60313 CRYSTAL CHRYSLER, JEEP, DODGE 760-324-4557
Left voice mail for GM requesting call back tonight. Need to discuss making same rental available and getting TS involved as soon as customer is checked in tomorrow.
*******WHEN THIS CASE IF NOTED WITH DEALER INFORMATION ON 6/20/14 CUSTOMER NEEDS TO BE TREATED AS WAITING EVEN THOUGH DEALER WILL SAY HE IS NOT**********
VEHICLE WILL ONLY BE THERE FOR ONE DAY AND NEEDS TO BE GIVEN TO TS FIRST THING AS WAITING.
Voicemail from customer stating he dropped vehicle off and the rental was available. States he would like them to also check the rear turn signals on both sides, text messages are not appearing on screen anymore and

would like car washed.
Voicemail from Terry at dealership requesting call back.
Call to dealer 60313 CRYSTAL CHRYSLER, JEEP, DODGE 760-324-4557 Left voicemail with SA John that I will call him back later.
Called back to dealer and spoke with Technician Terry.
Dealer code:60313
POC Name and position: Technician Terry
POC number:760-351-6556
POC e-mail:none
Current mileage:17469
Customer concern: vehicle slams on brakes by itself, concerned rear signal lights not working correctly, text messages not showing on screen
Dealer diagnosis needs assistance
Recommended repairs: none at this time
Is the customer in a rental: yes
Is the customer waiting: no but URGENT SITUATION
Customer name [redacted]
All customer contact numbers: [redacted]
Best time of day for contact: any
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-06-20 @ 14:21
Email to SWM15 for quick help.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
2 voicemails from customer requesting status update from dealer.
Call to dealer 60313 CRYSTAL CHRYSLER, JEEP, DODGE 760-324-4557 Left voicemail for acting SM Randy and for Technician Terry to get update for customer.
Another voicemail from customer.
Call to dealer 60313 CRYSTAL CHRYSLER, JEEP, DODGE 760-324-4557 Spoke with SM Randy.
States problem with braking appears to be connected to the adaptive cruise control. Chrome bezel has been ruled out, vehicle is not misaligned. Could be software.
Text messaging on screen will need possible pairing update.
Issue with rear blinker lights could not be duplicated.
Car was washed.
Call to custome[redacted] Advised of conversation with SM Randy.
Advised that CA was not ignoring voicemails but attempting to speak with people at the dealer.
Went over information he discussed with SM Randy. CA mentioned the possibility of not using the cruise control. Customer asked if he could turn off the adaptive part only and be sure that it is off. CA advised could not answer to that question knowledgably.
Customer asked for phone number for UConnect for issue with text messages.
CA advised that case will be monitored to check for updates from TS and CA will keep customer updated when they have a repair suggestion.
CA advised that he can stop at any dealer along the way if needed and the information in the TS case would be available to the dealer.
Customer states that the ECS had advised that he call to CAC for assistance with the issue that he is having with the Uconnect.
Customer states that the Radio no longer reads the Text Messages.
Customer has an iPhone 5 (7.1.1) from AT&T.
Agent advised that the Software version is not compatible.
Agent recommended that there is a Software Update available for the Radio.
Agent advised the steps to get to the Update ( Go to www.driveuconnect.com -> Hover over Help/Support -> Select Jeep -> Enter the Last Eight of the VIN ). Agent advised that the Customer Read through the FAQ for information about using the different Browsers to complete the Software Download.
Agent advised that if t he Customer needs any Further assistance to call back to CAC and we can help walk through the procedure.
Voicemail from customer stating the customer service he received from

assistance button on UConnect.
Status update provided via email to the following email address:
[redacted]
I wanted to let you know that I did receive you last voicemail. I apologize that you did not receive the quality of service from the representative that you expected.
I checked your case today and do not see any updates yet.
I will check with the dealer tomorrow the 24th for an update and ask them to call with an update.
Have a good evening.
End of Status Update
Call to dealer 60313 CRYSTAL CHRYSLER, JEEP, DODGE 760-324-4557 Spoke with GM Steve and told him how helpful the new SM Randy Redmond was in working with this customer. That Randy was able to help de-escalate a very upset customer.
Spoke with SM Randy. States that customer s local dealer will need to take over the STAR case to work with customer.
Status update provided via email to the following email address:
[redacted]
I hope your trip home was enjoyable. I just spoke with Randy at the Crystal dealership and we both agreed that working with your local dealer would be best for you. The service manager there could speak with Randy to discuss the situation and then the local dealer could work with the Technical Specialist to complete the process of diagnosis and repairs.
I will check with you on Friday the 27th to see if you have a dealership in mind.
Have a great day.
End of Status Update
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Call to customer [redacted]
Begin Customer Message reviewed:
Ree,
We made it home with U-Haul in tow... We turned off all the different systems and did not use the cruise control... Relieved to be back and safe... As I mentioned to you on the VM the garage did not tell us what to do and I realized before we left I wasn t certain what to turn off.
When we called your helpline the individual we talked to was totally inept and after 25 minutes of trying to explain to him where the basic controls were I gave up and went online to figure it out myself. Although the gentleman I talked to told me he had been trained on the vehicle it was obvious to me that he had never set foot in a jeep and did not have a clue as to where even the basic controls work. He kept telling me don t worry everything will be alright even though he could not answer my questions
Very scary! Combine that with the inability of Crystal Chrysler to answer the phone on a Saturday morning it was not a good start for our trip!
Had an additional electronic problem on the way back. About an hour out, the electronic system froze
The navigation locked and although it appeared on the screen, it was in a suspended mode
The radio went out
The Bluetooth phone system would not work. This happened about 11 months ago and what we did was to shut off the engine and wait 10 minutes and then restart the car to unlock the electronics. We followed the same procedure as last time but this time when we restarted the car it was still in the lock position
We waited another five minutes, started the car again and we were able to move forward.
Seems like we have some real serious issues with our software and I m very disappointed that we were not able to find the cause of the sudden breaking problem in addition to this ongoing electronic lockup problem.
Look forward to hearing from you soon
[redacted]

Sent from my iPad
End of Reviewed Customer message
Call to customer [redacted] Was able to help customer reply to an email sent from CA. The message is above in lines 254-290. Customer reiterated his disappointment with the lack of customer service when using the assistance button on UConnect.
Customer states he will be taking vehicle to 26553 WALNUT CREEK CHRYSLER JEEP DODGE next week sometime. Is requesting like vehicle. CA advised customer to give current case number to dealer when he takes vehicle in. This way a new case does not need to be opened. CA advised will call SM for Walnut Creek dealer to make sure they arrange for like vehicle rental. Will remind SM to call SM Randy at 60313 CRYSTAL CHRYSLER, JEEP, DODGE to discuss work already done so Walnut Creek dealer can pick up with STAR case.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Call to dealer 26553 WALNUT CREEK CHRYSLER JEEP DODGE 925-937-5060
Spoke with SM Ray.
Advised him that customer should be making an appointment soon for this vehicle. Advised SM to have a like vehicle rental ready for this customer.
Gave contact information for SM Randy at 60313 CRYSTAL CHRYSLER, JEEP, DODGE 760-324-4557. CA advised to contact SM Randy for specific details on this diagnosis so far. Advised that when dealer calls in for the ECS program, case can be sent to the TS already involved.
Status update provided via email to the following email address:
[redacted]
I wanted to let you know that I did speak with the Service Manager Roy at the Walnut Creek Dealer and he is aware that you have requested a like vehicle rental.
Your case will remain open until next Thursday, the 10th while we wait for you to take your vehicle to the dealer. If your schedule does not permit getting to the dealer by that date, your case will close, however, all the information in your case to date remains on file and can be accessed at any time in the future. When you are ready to move forward with diagnosis process, please arrange to take your vehicle to the dealer and a new case can be created.
I do hope you a wonderful holiday weekend.
End of Status Update
Begin Customer Message reviewed:
Appointment set in Walnut Creek on Tuesday...
End of Reviewed Customer message
Dealer code: 26553
POC Name and position: Claudia\SA
POC number: 925-937-5060
POC e-mail: NA
Current mileage: 18285
Customer concern: Front collision warning goes off, radio locks up, stations change by itself, navigation locks up and turning signals not working properly
Dealer diagnosis: NTF with navigation, Star Case [redacted]
Recommended repairs: Replacement radio
Is the customer in a rental: Yes
Is the customer waiting: No
Customer name: [redacted]
All customer contact numbers: 9[redacted]
Best time of day for contact: Any
Advised dealership diagnosis, Recalls or RRT can be done but no repairs until TS calls and provided case number.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-07-10 @ 15:39
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION

Status update provided via email to the following email address:
[redacted]
I wanted to check in with you before the weekend and let you know the dealer technicians and the technical specialists are actively working on your vehicle.
I will continue to work with the dealer and our specialists to make sure your vehicle is operating to your satisfaction.
I will check back with you no later than the end of business on 7/16/14.
In the meantime I do hope you have a safe and enjoyable weekend.
End of Status Update
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Status update provided via email to the following email address:
[redacted]
I just wanted to check-in and let you know that the dealer technicians and my Technical Specialists are actively addressing the concerns with your vehicle.
The dealer and I certainly do appreciate your patience and understanding while we work to address the concerns with your vehicle.
I will contact you again no later than the end of business on Monday the 21st unless I have updated news sooner.
In the meantime I do hope you continue to enjoy the summer and perfect your golf game.
End of Status Update
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Status update provided via email to the following email address:
[redacted]
After I emailed you on the 16th there was an update in your case stating you will be picking up your vehicle tomorrow the 22nd. I will call you on Thursday the 24th after you have had a chance to make sure the repairs are to your satisfaction.
Have a good evening.
End of Status Update
Call to customer [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66207. The reason for the customer contact was to provide or request the following information:
Want to make sure repairs are to customer s satisfaction, all concerns were addressed, and anything else we can do.
Will call customer again tomorrow the 25th.
Return call from customer. States repairs seem to be satisfactory. Was not pleased that his vehicle had been driven more than 100 miles during the repair and the gas tank was not filled before he picked it up.
CA offered oil change contract to compensate and customer stated that he thought he was already going to get lifetime oil changes for his trouble and could we add oil change contract to his sons Charger.
CA advised would need to look back through notes to see if lifetime oil changes were offered.
CA advised would need to see if able to add oil changes to son s car.
CA checked and there are no notes in this or the last case indicating that offer.
Status update provided via email to the following email address:
[redacted]
I am updating your address information and need to confirm if it is: 200 s South Ridge Ct or 200 S Ridge Ct.
Also I went through all of the oil change contracts I have available to add to your vehicle. While I do not have a lifetime option, I can do the maximum I have to offer of 4 per year for 6 years.
I am still checking to see if I can add one to your son s car.
Please reply to this message and confirm the correct address option and I will add the oil change contract to your vehicle.
Have a good evening.
End of Status Update

Begin Customer Message reviewed:
Ree,
Thanks for your prompt reply. I think a six-year program is very generous and will gladly accept. Here is hoping we can do something for Michael s Chrysler 200 as it would take care of the gas situation due to the 150+ miles driven for testing!
Ree, you have terrific during this entire episode. Here s hoping that the new radio will eliminate the ongoing electronic problems we have been experiencing.
Regards,
Bob
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
It looks like I would not be able to do the oil changes on your son s car. However I can reimburse you for a full tank of gas. Send me the receipts that you would normally get from the machine when you fill up and I will send you a check. I will send you a separate email with a document link.
First you will want to scan and same your document to your computer. Then open the link email. The link itself it only good for seven days and one click. If your link expires just shoot me an email asking for another.
I will get the paperwork submitted for the oil change contract for your vehicle today.
Have a wonderful weekend.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted]
Status update provided via email to the following email address:
[redacted]
I am glad to know that I have been a help to you.
Could you confirm two things for me: exact mileage on your vehicle and is your address [redacted] ?
End of Status Update
CA adding service contract ESSENTIAL CARE PLATINUM SYNTHETIC ECPS624N.
Begin Customer Message reviewed:
Three,
Our address is [redacted] Danville, CA[redacted]
Thanks for the offer of the full tank of gas
Since we just filled up we will not be able to meet the seven-day link requirement. Any suggestions on how we communicate with you after seven days? I will take a photo of the gas receipt and included in the link once our tank is empty again.
Hope your having a good weekend
Regards Bob
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Just email me and I will send you a new link when you are ready to use it.
I will submit the paperwork for the oil change contract now.
Have a good day.
End of Status Update
Updated address in WebCoin and HPIMS to 200 S Ridge Court, Danville, CA 94506.
Paperwork submitted to add service contract ESSENTIAL CARE PLATINUM SYNTHETIC ECPS624N.
Status update provided via email to the following email address:
[redacted]
Could you message me back with the current mileage on your vehicle?
End of Status Update
Begin Customer Message reviewed:
18566 miles on the Jensen s 2014 Overland
End of Reviewed Customer message
ECPS624N Contract created. Contract number is [redacted]
****** Below Customer Contacted for Documentation Request ******

[redacted] on 2014-08-18 @ 13:59
****** Below Customer Contacted for Documentation Request ******
[redacted]
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-18 @ 13:59
****** Below Customer Contacted for Documentation Request ******
[redacted]
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-18 @ 14:00
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-18 @ 14:00
Voicemail from customer requesting document link to send gas receipt. Also asked if hard copy paperwork coming for oil change. Stated vehicle has had no concerns since repairs for this case were completed.
Status update provided via email to the following email address:
[redacted]
I am sending you another document link email just in case you need it. I will check back with you on Tuesday the 26th to see if you have been able to send it.
Have a great weekend and thanks for being with JEEP.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-21 @ 21:56
***** Customer Document Received *****
Customer Document Reviewed.
Status update provided via email to the following email address:
[redacted]
I did receive the document; I sent the extra document link just in case.
It has been a pleasure working with you. I hope you have a great Labor Day holiday.
I will be processing the check today, please allow 10-14 business days to receive it.
Thank you for being part of the JEEP family.
End of Status Update
Check issued for $94.39.
CLOSED LOOP UPDATE - no need for additional follow-up.
Voicemail from customer requesting information about oil service contract.
Call to customer [redacted] Advised customer that no paperwork will be coming for service contract for oil changes. Dealer will have the information, and is not lifetime but 6 years.

## *Customer Assistance Inquiry Record (CAIR)#* 2[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG5 | EC[redacted] | ***Open Date*** | 06/19/2014 | ***Built Date*** | 01/14/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 03/15/2014 | ***Mileage*** | 3,000 | ***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*** | 41643 | MERRICK DODGE CHRYSLER JEEP OF | WANTAGH | | |
| ***Dealer Address*** | 3614 SUNRISE HWY | | | | |
| ***Dealer City*** | WANTAGH | ***Dealer State*** | NY | ***Dealer Zip*** | 11793 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | OZONE PARK NY[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Product Information - Default - Default - Default | Forward collision crash does not work |

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler because he has brought his vehicle in to get the forward collision crash sensor turned off because it would not turn off. Customer now says that the sensor won t turn on when he gets close to other vehicles.
Briefly summarize what the customer is expecting: To get the forward collision crash checked out.
Customer contacted Chrysler because he has brought his vehicle in to get the forward collision crash sensor turned off because it would not turn off. Customer now says that the sensor wont turn on when he gets close to other vehicles. Agent called dealership 41643 MERRICK DODGE CHRYSLER JEEP OF and spoke with SA Tony and he offered to have the customer come in and have one of the employees drive around with him to see what has been going on with the vehicle. Customer was satisfied.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBGX | EC[redacted] | **Open Date** | 06/19/2014 | **Built Date** | 05/18/2013 | |
| **Model Year** | 2014 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/31/2013 | **Mileage** | 7,758 | **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** | 23153 | WESTBURY JEEP CHRYSLER DODGE, INC. | | | |
| **Dealer Address** | 928 JERICHO TPKE | | | | |
| **Dealer City** | WESTBURY | **Dealer State** | NY | **Dealer Zip** | 11590 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | LETTER |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | MELVILLE NY[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Drivability - Unknown - Other - Default | Inoperative Collision Warning System |
| Referral - Top Care - Executive Team - Executive - Gualberto Ranieri | |

POSTMARK DATE: 061914; DATE RECEIVED: 061914
POSTMARK DATE: 061914; DATE RECEIVED: 061914
******TOP CARE: EXECUTIVE REFERRAL STAFF******
Top Care customer first contact was 06/17/14 at 16:34 by MLS45
.
6.20.14 - Owner sends email to Chrysler regarding his frustration about the inoperative Collision Warning system. Owner said the dealership is unable to get parts and is seeking Chrysler s help.
.
Writer called owner and advised his email was received. Writer inquired which dealership owner is working with. Owner said he is working with dealer 23153 and this is where parts were ordered. Owner said the Collision Warning system has not been working for approximately 6 months but he wants to get it repairs since his 17 year old son will start driving the vehicle soon. Writer advised owner she will follow up with the dealership for part numbers and information. Writer advised she will do her best to try and expedite the part to the dealership, if possible. Owner thanked writer for calling and following up.
.
Writer called dealership and spoke with Anthony in Parts. Anthony said the part on order is a cruise control sensor, which is on back order. Anthony said the Part Number is 68109355AH and the order number is 229182.
****** Following Corporate Resource has been contacted ******
PARTS SPECIFYING
on 2014-06-20 @ 16:51
Writer sent email to JMS201 for parts escalation.
****** START OF SUPPORT ESCALATION FROM PARTS SPECIFYING by T6262AB******

If the part is on backorder Im not sure what you need from parts specifying?
****** END OF SUPPORT ESCALATION FROM PARTS SPECIFYING******
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68109355AH,Order#[redacted]2,OMC#26878940
on 2014-06-23 @ 11:56
****** START OF SUPPORT ESCALATION by T9101CA******
**** Update from Expediting Team for ****
Part#68109355AH,Order#2[redacted]OMC#26878940
Part shipped from dealers PDC. AF level part was delivered in lieu of AH level on 6/21. Part at dealer.
****** END OF SUPPORT ESCALATION ****** by T9101CA
OMC# 26878940Order# 2[redacted] FOR PN: 68109355AH IS RESOLVED
****** START OF SUPPORT ESCALATION FROM PARTS SPECIFYING by T6262AB******
closed for specifying
****** END OF SUPPORT ESCALATION FROM PARTS SPECIFYING******
.
6.24.14 - Writer reviewed lines 40 and 41. Writer called dealership and spoke with Dan in Parts. Dan verified the part is currently at the dealership. Writer inquired if the customer has been notified, Dan said he was not sure but he will make sure someone reaches out to the customer.
.
Top Care follow-up contact was 06/24/14 at 15:52 by MLS45
.
Writer called owner and left detailed v/m message advising the part has arrived at the dealership. Writer advised owner to schedule an appointment with the dealership for repairs. Writer invited owner to call writer should he have any questions or to call the dealership directly to schedule an appointment. Writer provide her number, as well as, the number to dealership 23153.
.
6.25.14 - Owner called writer and left a v/m message. Owner thanked writer for calling him back and following up. Owner said he will call the dealership to schedule an appointment.
.
6.25.14 - Writer called owner and advised his v/m message has been received. Writer advised owner, she is calling to see if an appointment date and time has been scheduled. Writer invited owner to call back so the information can be updated in his file for further follow up. Writer left name and number again for contact.
.
6.25.14 - Writer called dealership and spoke with Service Receptionist, Linda. Writer inquired if the owner has scheduled an appointment for repairs. Linda checked the system and advised an appointment has not been scheduled for anytime in the near future. Writer thanked Linda for checking.
.
7.3.14 - Writer called owner and left v/m message inquiring if the vehicle has been repaired, and if so, how the collision warning system is operating. Writer left name and number for owner to call back.
.
7.3.14 - Writer called dealership and spoke with Michelle in Service. Michelle said the customer does not have an appointment scheduled and has not had the repairs performed yet.
.
7.11.14 - Owner called writer back and left a v/m message. Owner said the dealership cannot schedule an appointment for him any sooner than the end of July, which is when his appointment is scheduled for.
.
7.28.14 - Writer called dealership and spoke with Service Receptionist. Writer was advised the owner came in on 7/25/14 to have the part installed.
.

7.28.14 - Writer called owner and inquired about the vehicle. Owner said the part was installed and the vehicle is operating fine. Owner said he wants writer to know that he is picking up a new vehicle tonight for his wife and it will not be a Chrysler product. Owner said he is disgusted by the lack of customer service. Writer inquired about the customer service she provided to owner. Owner said he thought writer s customer service was great. Owner said he is upset by the dealership s lack of customer service. Owner said he feels if he did not write to Corporate and if writer did not get involved, nothing would have been resolved. Writer advise downer she will escalate his feedback about the dealership, internally.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT8 EC[redacted] | **Open Date** | 06/24/2014 | **Built Date** | 06/08/2013 | | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 09/28/2013 | **Mileage** | 15,000 | **Dealer Zone** | 51 | CHICAGO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 45120 | DODGE OF NAPERVILLE, INC. | | | |
| **Dealer Address** | 1565 WEST OGDEN AVENUE | | | | |
| **Dealer City** | NAPERVILLE | **Dealer State** | IL | **Dealer Zip** | 60540 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | PLAINFIELD IL 6[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Defective - Default | Customer called stating they have had multiple electrical issues |

Briefly summarize why the customer is contacting Chrysler: Customer called stating they have had multiple issues with their breaking system and the safety components shut off. Customer states they have been to the dealership 15 times for this issue, the first 7 or 8 times was to Tyson Chrysler, the last few times have been at Naperville Chrysler Jeep. Agent called Tyson Chrysler and spoke with SA Bill who stated the customer was in around 5 times for the accidental avoidance system. SA stated they contacted STAR pretty much every time the customer was in. SA stated the customer was also in for a couple other electrical issues. Agent also called Naperville Chrysler and attempted to speak with SA Keith who was no available so agent spoke with SA Ernie who stated that the customer was in twice for the auto forward collision warning and was in a couple other times for some other electrical issues (power door locks, moon roof, and cruise control). Customer is very unsatisfied with this as he has been driving his vehicle for 10 months and is concerned for his safety and refuses to drive the vehicle any more. Customer would like a new Jeep or to have the vehicle bought back as he loves the vehicle but these issues are very concerning.
Briefly summarize what the customer is expecting: Replacement or Buyback
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? (Owner/Dealer/IRF)
Is this a request for Lemon Law, buy-back or 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.

*** JD with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact JD directly at [redacted] Thank you. ***
Called dealer 45120 and spoke with SA Keith who reviewed vehicle s repair history.
Called dealer 67753 and spoke with SA Jack who reviewed vehicle s repair history.
Placed initial call to customer. I explained that this case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my hours and a number for questions. Customer stated that he has turned of anti-collision system as it goes off too frequently and will stop his vehicle in traffic. Customer stated he is worried about that happening while his children are in the vehicle. Customer also stated that dash lights turned off and went inoperable over the weekend. Advised customer that I would like to see if his vehicle is pulling any codes. Customer agreed to take vehicle in to dealer 45120 this evening.
Called dealer 45120 and confirmed appointment with rental with SA Keith. Advised SA that I would like him to review the anti-collision system to see if he can get it to duplicate in addition to checking to see if vehicle has any codes. ***Follow up with dealership and customer 6/26/14
Returned VM from SM Keith at 45120. LVM requesting call back.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-06-26 @ 13:15
Returned VM for SA Keith at 45120. SA advised that no codes pulled on vehicle. Advised SA to try to reproduce concern with anti-collision system as that is a safety concern. Advised SA that I am requesting TAPS support. SA will call me with updates. Advised SA I can assist with rental if needed.
LVM for customer advising him of repair status. ***Follow up with customer and dealership 6/30/14
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Contacted the dealership (45120), spoke with SA Roland, SA Keith was off today. SA Roland stated the technician is also gone for the day. He was unable to provide me with an accurate update on vehicle status.
-Contacted the customer, I informed him that TAPS has made attempted to contact the dealership was unable to speak with anyone. I informed the customer to expect a phone call with more of an update from his CM 7/2.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Returned VM from SA Keith at 45120. LVM requesting call back.
Called dealer 45120 and spoke with SA Keith who stated TS suggested anti-collision may be tripped off die to angle of camera. SA states that customer is aware that he can adjust sensitivity of system. SA would like to try to test vehicle for two more days and then give vehicle back to customer on Thursday, 7/3/14.
LVM for customer advising him of repair progress. ***Follow up with dealership and customer 7/3/14
Customer LVM stating that he feels unsafe in the vehicle and has no confidence in it. Customer wants a letter from Chrysler stating the vehicle is safe to drive, but he stated that he is not inclined to drive or sell vehicle at this point. Customer stated he is frustrated with it at this point.
Returned customer VM. LVM stating that customer will need to pick up the vehicle as part of repair process to determine whether or not vehicle is repaired from his perspective. Advised I would follow up in a couple of days and add his concerns to the case notes. ***Follow up with dealership and customer 7/3/14
Customer returned VM and reiterated his concern about feeling unsafe in the vehicle with the anti-collision turned on. Advised customer that he is responsible for his vehicle when repairs are completed and we would not be able to extend his rental beyond the repair process. Advised customer that a non-duplication during the test drive does not mean that possible trade assistance is off the table. Advised customer to ask SA

what strategies he could employ to test anti-collision feature without causing injury to himself, the vehicle, or another person. ***Follow up with customer and dealership 7/3/14
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
LVM for SM Keith at 45120 requesting call back.
Called dealer 45120 and spoke with SA Keith. SA states that vehicle concerns did not duplicate and no codes appeared. Vehicle is washed and ready for customer pick up.
LVM for customer advising that vehicle is ready for pick up. Advised customer to drive vehicle normally over the weekend and call me if concerns worsened. Advised customer to speak with SA about strategies to test anti-collision systems in situations other than traffic. ***Follow up with customer 7/8/14
Returned customer VM. Customer stated in VM that his radio screen is graying out. LVM requesting call back. ***Follow up with customer 7/10/14
Returned customer VM. Customer stated that Bluetooth has started interacting with his phone, but concern is typical of vehicle. Customer expressed frustration with vehicle and will not allow his family to ride in it as he doesn t know when anti-collision system will engage. Offered to refund customer of his Maximum Care Plus MVPP 5 Years/60,000 miles with $100 deductible. Customer stated that he would prefer replacement into a like vehicle. Advised customer that I could look into possible trade assistance given that some of his repairs have not been able to duplicate his concerns. ***Follow up with customer 7/10/14
Called customer to offer trade assistance with the CDI program. Customer rejected offer. Reiterated offer to customer to refund his Maximum Care Plus MVPP 5 Years/60,000 miles with $100 deductible and replace it at no charge to him. Customer asked for arbitration information. ***Request to close case
Dealership SM Keith contacted writer due to customer s vehicle arriving back at dealership and when SM search VIN # it advised to contact Jeep customer care. Writer advised SM to do a diagnosis and when SM is done with diagnosis to contact Customer Care back. SM agreed.
Customer LVM stating that arbitration did not rule in his favor, so he would like to have his Maximum Care Plus MVPP 5 Years/60,000 miles with $100 deductible refunded. LVM for customer to contact me when he has cancelled his plan with selling dealership.
Returned customer VM; LVM requesting call back.
Customer returned VM; customer stated he has already cancelled his Maximum Care Plus MVPP 5 Years/60,000 miles with $100 deductible for refund and would like it added back to his vehicle per our previous conversations. Advised customer I would process his request and reach out to him when we have added the Plan back to his vehicle.
>> Maximum Care 5 Year/60,000 miles $100 deductible Mopar Vehicle Protection Plan (WM560N) has been applied to the vehicle for customer s future reliability concerns due to 6 repairs for various vehicle concerns in less than 16,500 miles of owning vehicle, vehicle down 31 days. Contract code 38105233.
Called customer and LVM advising that his Maximum Care Plus MVPP 5 Years/60,000 miles with $100 deductible has been added back to his vehicle.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG6 EC[redacted] | ***Open Date*** | 06/24/2014 | ***Built Date*** | 02/21/2013 | | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/06/2013 | ***Mileage*** | 22,000 | ***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*** | 45583 | SAKELARIS CHRYSLER DODGE JEEP RAM | | | |
| ***Dealer Address*** | 268 N BUSINESS ROUTE 5 | | | | |
| ***Dealer City*** | CAMDENTON | ***Dealer State*** | MO | ***Dealer Zip*** | 65020 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | EMERY SD [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | Adaptive Cruise control needs repair |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Caller: Mr [redacted]
Agent made no promises or commitments.
Briefly summarize why the customer is contacting Chrysler:
Customer called stating that he has been waiting for a part for his vehicle for 3 weeks for a part for his vehicle.
Agent called to the dealership and spoke to TJ in parts. He advised that the parts for the customer to get recall P14 completed just came in yesterday. As well as the part for the adaptive cruise control.
Agent asked to be transferred to service to verify when they are going to fix customer s vehicle and was transferred to a voicemail.
Agent went back to customer and advised parts just came in yesterday for his vehicle.
Agent transferred customer to the dealership to set up an appointment to get repairs and recall completed.
Customer calls seeking recall information. Advised the customer of incomplete recall P14 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9 | EC[redacted] | ***Open Date*** | 06/30/2014 | ***Built Date*** | 02/07/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/30/2014 | ***Mileage*** | 10 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PGZ | BLACK FOREST GREEN PEARL COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |
| ***Dealer*** | 67617 | DECOZEN CHRYSLER JEEP CORP | | | | | |
| ***Dealer Address*** | 665 BLOOMFIELD AVENUE | | | | | | |
| ***Dealer City*** | MONTCLAIR | | | ***Dealer State*** | NJ | ***Dealer Zip*** | 07042 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | PINE BROOK NJ [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

CQI Survey Record Received - DATE : 06/30/2014
Survey Number : 3206692
Quality Survey ID Number: [redacted]
Survey Date : 06/17/2014
VIN Last 8 : EC[redacted]9
CQI Comments : \\2125750771
* * * * * CASE MANAGER TEAM - District T * * * * * *
CQI Comments: The brakes are too soft.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66105. The reason for the customer contact was to provide or request the following information: Discuss survey, get customer expectations.
Writer attempted to contact the customer at [redacted], however the customer was unavailable. Writer was unable to leave message. CM will follow up with the customer no later than Thursday 07/03/14.
Status update provided via email to the following email address:
[redacted]
Dear Customer:
Hello, my name is Daniel and I am contacting you from Jeep Customer Care on behalf of your case manager Coop regarding a recent survey you took for your 2014 JEEP GRAND CHEROKEE. We are following up to see if we can assist you with any questions or concerns. Please call me at 1-800-763-8422 x66105 or respond through the included link. Our final attempt to contact you before closing the survey will be Thursday, July 3, 2014. We value your comments--thank you for participating in our survey and being a part of the Jeep family!
End of Status Update
Status update provided via email to the following email address:
[redacted],

Hello, my name is Jae with Jeep Customer Care. I am contacting you on behalf of your Case Manager CJ, who is not available at this time. I am following up on a survey you took on your 2014 JEEP GRAND CHEROKEE and it was mentioned that you would like a call back. I am following up to see if there is anything I can do to assist you with your concerns. Since I have been unable to reach you, your survey will be closed. However, after your survey is closed, if you have any other issues, concerns, or if you require further assistance, please contact your local dealer to schedule an appointment for a diagnosis or repairs. If you need to contact Jeep, please contact Jeep at 877-426-5337. Another case will be created to provide you further assistance. Congratulations on your purchase of a 2014 JEEP GRAND CHEROKEE and welcome to the Jeep Family.
Thank you
End of Status Update
Writer contacted the customer at [redacted] Customer stated that he is very happy with the vehicle, however when he is using the adaptive cruise control at low speeds it will stop working and has a message that informs the driver to service the cruise control. Writer suggested that the customer bring his vehicle into the dealership so that the cruise control can be inspected. Customer inquired if CAC can set up a rental vehicle for when he drops his vehicle off, writer informed the customer that a rental can be looked into. Customer stated that he will try to bring the vehicle in sometime next week. Writer informed the customer that a follow up will be set for no later than next Tuesday 07/15/14, customer understood.
Status update provided via email to the following email address:
[redacted]
Hello,
I am writing to find out if you have been able to take your vehicle to the dealership for diagnosis. If you can contact me please do so in reference to case #[redacted] ). My contact information is 800.763.8422 EXT 66105. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Writer contacted the dealership at 973-744-2000 and spoke with the receptionist. Writer inquired if the customer has scheduled an appointment for diagnosis, receptionist informed writer that the customer does not have an appointment scheduled.
Status update provided via email to the following email address:
[redacted]
Dear Customer:
I have spoken with your dealership who confirmed that you have not yet set up an appointment. At this point we will be closing your file as active in our office. However, once you have completed a current diagnosis, the file can be reopened at any time. My phone number is 1-800-763-8422 x66105. Thank you for being a part of the Jeep family, and have a great day!
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM4 | EC[redacted] | **Open Date** | 06/30/2014 | **Built Date** | 01/14/2014 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 04/11/2014 | **Mileage** | 3,445 | **Dealer Zone** | 70 | | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PFS | CASHMERE PEARL COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

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|---|---|---|---|---|---|
| **Dealer** | 66802 | ADVANTAGE DODGE-CHRY-JEEP | | | |
| **Dealer Address** | 3200 EAST MAIN STREET | | | | |
| **Dealer City** | FARMINGTON | **Dealer State** | NM | **Dealer Zip** | 87402 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | FARMINGTON [redacted] 2 | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Unknown - Unknown - Accident - Default | Customer's vehicle was in an accident |
| Dealer - By-Pass - Default - Default - Default | forward collision warning |
| Product - Electrical - Cruise Control - Other - Default | forward collision warning |
| Corporate - Property Damage - Default - Default - Default | |

Customer has Forward Collision Warning Plus on his vehicle, and it failed to work. Customer stated this feature worked on his vehicle previously, but did not work on the day of the accident.
1. Who is calling and what is their contact information? [redacted]
Preferred [redacted]
2. What happened?
Customer was driving at 30mph and turned his head to the side. Customer looked in front of him and noticed he was going to hit a woman s vehicle. Customer rear-ended the woman s vehicle at about 10mph.
3. What is the current location of the vehicle? Advantage Dodge 66802.
****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
Reassigned to 82S
VEHICLE IS LOCATED AT:
ADVANTAGE DODGE-CHRY-JEEP CJDTR
3200 EAST MAIN STREET FARMINGTON NM 87402 505-327-4424
**********

Per OGC Matrix, reassigned to 82T.
7/1/14 ASSIGNED TO MJK32. PAG
CAIR NUMBER [redacted] REQUEST EAA INSPECTION 07-01-2014 09:16
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 07-01-2014 09:16
CCRG Open Date: 06/30/2014 13:09:17
Letter Sent: Acknowledgement 07/02/2014 11:09:49
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/21/14 AT 22:37:18[redacted]
Letter Sent: Denial 07/28/2014

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT6 | EC1[redacted] | **Open Date** | 06/30/2014 | **Built Date** | 04/26/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/30/2013 | **Mileage** | 11,493 | **Dealer Zone** | 74 | DENVER | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

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|---|---|---|---|---|---|
| **Dealer** | 24221 | POLLARD FRIENDLY MOTOR CO | | | |
| **Dealer Address** | 2360 30TH ST | | | | |
| **Dealer City** | BOULDER | **Dealer State** | CO | **Dealer Zip** | 80301 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | BERTHOUD CO[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Horn - Other - Default | 3 chirps after vehicle locked |
| Corporate - Product Information - Default - Default - Default | Customer would like his concerns reviewed by corporate level |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default | navigation buttons on satalite does not work |
| Product - Suspension - Auto Suspension Height Sys - Other - Unknown | susupention will not stay set |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

Dealer code: 62049
POC Name and position: Mike sa
POC number: 970-267-5046
POC e-mail:
Current mileage: 11493
Customer concern: 1) suspension will not stay set changes while driving 2) satellite navigation does not work at times (the buttons) 3) horn chirps 3 times after locking door and won t lock
Dealer diagnosis: 1) no codes in system test drove and no trouble found 2) radio update 3) horn is normal when leaving the key in vehicle when locked, so not to lock the vehicle with keys
Recommended repairs: 2) need update 1 and 3 no repairs
Is the customer in a rental: No
Is the customer waiting Yes
Customer name: [redacted]
All customer contact numbers[redacted]
Best time of day for contact: unknown
Writer authorized update and advised Mike sa that writer will put the DM notes in.
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number.

DM Notes have been entered into GCS indicating Customer Care approval. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Writer dialed [redacted] Customer states that the dealer was unable to resolve his concerns. Customer advised that he left a 3 page list at the dealer to help with resolving the concern. Customer advised that he would like CA to look at that list. Customer states that he would also like a copy of his repair history with this vehicle. Customer was advised by the dealer that they could not provide that. Writer informed customer that we will see what can be done. Writer advised customer that this would be looked into and that he would receive a contact back by 7/2/14.
Customer email: [redacted]
Dealer 24221 originally listed on case - writer attempted to reach SA Mike but spoke with warranty administrator Mike who advised that the last time this customer was seen, was in February, then writer noticed dealer 62049 was listed.
Writer contacted SA Mike and verified that dealership is 60415. SA advised that customer and SA had problems helping customer understanding that spare key cannot be left in the vehicle and be locked. SA advised that customer is using third party navigation system and is interferring with the system in the vehicle. System was updated and working as designed. SA stated that suspension system is operating properly, satelite system and is trying to lock vehicle with spare key. Field rep looked at vehicle looked at vehicle at previous.
SA also stated that customer is on wait list for recall.
SA also verified mileage as correct.
Agent attempted to contact customer [redacted], however, customer was not available.
Left message for a return call at extension 66244. The reason for the customer contact was to provide or request the following information: Review customer concerns. Next contact attempt on 07.02.2014.
Customer email would not send. Line 50 should read satellite system is working properly.
Agent attempted to contact customer [redacted]3, however, customer was not available.
Left message for a return call at extension 66244. The reason for the customer contact was to provide or request the following information: Review information from dealer and advise about recall.
Writer contacted Mike SA at 970-267-5046 and advised that writer can reach out to another department that can assist in getting parts for back order. SA stated that they do a regular stocking order and it will not be placed until the end of the day. SA stated that recall parts will be set aside for the customer so the customer will not need to wait and ECS will not need to assist in getting parts. Writer advised that writer is still attempting to contact customer. Writer advised that customer also has 9[redacted] as a listed number.
Agent attempted to contact customer at [redacted]3, however, customer was not available.
Left message for a return call at extension 66244. The reason for the customer contact was to provide or request the following information: Review customer concerns and that dealership can do recall. Next contact attempt on 07.08.2014.
Writer attempted to contact customer at [redacted], however, customer was not available.
Left message for a return call at extension 66244. The reason for the customer contact was to provide or request the following information: Review customer concerns and advise that dealer is holding recall parts for the customer. Next contact attempt on 07.10.2014.
Customer called requesting a call back on home number DO NOT CALL cell phone number.
Customer left VM requesting no calls [redacted]. **contact customer at [redacted]* only. Customer would like call back at 8:30. Customer advised in VM if his concerns cannot be resolved, that he feels his

vehicle is a Lemon.
Writer contacted customer at [redacted]. Writer advised customer of recall and offered to set up appointment. Customer advised that he would set up an appointment and would like to have it monitored. Customer stated that he a retired engineer and feels his problem should be resolved. Customer feels there is a design defect. Customer would like to meet with an engineer or have the vehicle declared a Lemon. Customer states the vehicle has a radiation emissions somewhere in the electronics near the navigation or electronic system. Customer states he has video that shows the concern.
Writer inquired how writer could assist. Customer advised that he would like to meet with the correct type of engineer. Writer advised that writer cannot set up an appointment with an engineer. Customer stated that he has an associate that he can work with to demonstrate and that the concern is breaking the law. Customer stated that his concern has been going on since 09.2013. Customer stated the first thing that happened that made him know that there was a problem is that when he was in Virginia was that navigation buttons would not respond. Customer contacted uConnect. Customer advised that 2 dealers have been shown the vehicle. Customer advised that he will writer a letter to Chrysler corporate with copy of video. Customer will also put video on the internet and the National Safety Advisory. Customer also advising that he has concerns about his adaptive cruise control. Customer requested to speak to supervisor. Customer transferred tp405.
****** Supervisor Call ******
Customer states that there is dangerous levels of radiation emitting illegal levels of spectral radiation near the navigation system. Customer has completed his own diagnostic testing as he has been an engineer for over 30 years. Navigation resets itself intermittently and goes blank at times. The electronics on the vehicle are not standing up to the quality promised. Customer has purchased several Jeeps and is loyal to the brand. Customer will be taking vehicle to the dealership for the recall and will have them address his concerns further. Writer suggested if there were things the dealership would like to attempt to solve the problem customer feels there is, to have them contact us nd we will get our TS in touch with their technician. Writer advised if customer seeks to leave his vehicle for a few days in order for them to duplicate the concerns, we will be happy to provide a rental. Customer would like to request a like vehicle so he can test the issue on another vehicle. Customer will consider sending a video to the CEO of the company. Please only use ([redacted] to contact the customer
Writer contacted customer at [redacted]. Customer has set up an appointment for 07.25.2014 and would like follow up on 07.28.2014 at 10:00 am is possible. Writer reviewed that as writer cannot control phone calls but will try to call as close as possible to 10 am. Customer requested that the navigation - uConnect system and related electrical systems be replaced to see if resolves his concern. Customer also stated that he spoke with the person at express service department at the Pollard dealership and advised that he is disappointed with them and does not think he will be returning them. Writer advised that writer will present his request but cannot make any type of commitment. Customer stated that he reviewed his concern with a representative named Tanner. Customer feels that the vehicle has a design defect and is not within the FCC guidelines.
Writer contacted Mike SA at 970-267-5046 and reviewed customers request and concerns. SA stated that he will make the necessary contacts and work with the customer.
Writer contacted Mike SA at 970-267-5046 who advised that customer did not set up or have appointment. SA advised that customer wanted to meet with tech from Detroit.
Writer attempted to contact Pollard dealer 24221 303-447-8187 that customer mentioned on line 139 and number would not work.
Writer contacted dealer 60415 at 970-226-5340 60415 Dealer Name : FORT COLLINS DODGE CHRYSLER JEEP and spoke with Julia in the service department and customer did not have appointment there since 06.30.2014.
Agent attempted to contact customer at [redacted], however, customer

was not available.
Left message for a return call at extension 66244. The reason for the customer contact was to provide or request the following information: Follow up on customers concern and inquire about going back to dealer and verify which dealer. Next customer contact attempt on 07.30.2014.
Writer received a call from dealer stating the RRT s are being rejected. Writer advised we will enter the notes into the system.
Customer left VM requesting call back on 07.31.2014 as he will not be available on 07.30.2014.
Writer contacted customer at [redacted]. Recall was completed at the Fort Collins dealership. Customer disagrees with the field engineer that looked at his vehicle in January. Customer stated that he feels the lighting controls and running lights are not operating correctly now. Customer also reviewed when the vehicle was in for the recall that the ventilation system was not operating correctly and the SM Mike came out and made adjustments to get it to work properly. Writer will contact the dealership and request that he reach out to higher management. Customer complaint is the the engineer cannot be questioned about his decision when the vehicle was looked at. Writer reviewed with customer that his email address would not process and customer provided alternate email of: [redacted] Writer will follow up with customer on 08.07.2014 between 10 and 12.
Customer also mentioned that if his concerns are not resolved, that he will look into Lemon Law.
Writer contacted Mike SA at 970-267-5046, however,
SA not available. Left message for a return call at extension 66244. The reason for the dealer contact was to provide or request the following information: Review customers comments and request that dealer reach out to AM/DM.
Status update provided via email to the following email address: [redacted]
Thank you for contacting Jeep enhanced customer satisfaction concerning your case [redacted] I will reach out to the dealership on your behalf and follow up with you on 08.07.2014. Thank you again for working with Jeep enhanced customer satisfaction.
End of Status Update
The customer states he has an exterior light issue. The caller states when driving in the past the LD lights around the headlights would be on a form of running light. The last few days the customer realized that the LD lights do not seem to be coming on. The customer states there is a light switch on the panel and caller states you can push this and it will push on the fog lights. The customer states he has been using a little circle symbol and in the past the LD lights have always been on. The caller cannot get them to come on. The customer states he leaves the vehicle running and puts the park break on and puts it in drive. The caller states he jumps out of the vehicle and looks and they are not on.
The Daytime Running Lights (low intensity) come on whenever the engine is running, and the transmission is not in the PARK position. The lights will remain on until the ignition is switched to the OFF or ACC position or the parking brake is engaged.
Agent explained to caller that he cannot put the parking break on either or the lights will go out.
The customer had his wife come out and look while he was driving up the driveway. The customer states that he understands now that the lights are working fine and that this is an operator problem.
The customer states that he is very frustrated with the vehicle. The customer is so very frustrated at this time. The customer states that he appreciates the help given with the situation with the lights.
Customer left VM requesting his call back be moved to 08.08.2014.
Status update provided via email to the following email address: [redacted]
Thank you for working with Jeep enhanced customer satisfaction concerning your case [redacted]. This is email is to confirm that your email address is working.
End of Status Update

Writer contacted customer at 9[redacted] and reviewed that notes on case indicate that lights are working now. Customer stated that he did not do anything different and he is still concerned. Customer thinks the computer on the vehicle malfunctioned and malfunctions intermittently. Customer is still stating the he feels the diagnosis and information from the field tech at Pollard Motors was not correct. Customer also reviewed his concerns about the navigation system and requested to be put in contact with an engineer to send his spectral plots to. Customer would like case to be left open for 2-3 weeks as his friend who will be helping him was in accident. Customer and writer agreed that writer will send customer an email on 08.21.2014 for an update about when the vehicle will be seen at dealer 24221 and if there is no response writer will attempt to contact customer. Customer also left recording of his concerns during the call and requested that the call be reviewed by someone from the corporate headquarters. Customer stated that as a retired engineer he has the ability to resolve and understand this concern and feels it could cause an accident and customer mentioned adaptable cruise control system. Customer also stated that he will send a packet to corporate headquarters and the National Safety Board.
Customer also reviewed that he has been a loyal Jeep owner and this experience is very disappointing to him and that he may not be loyal to the brand in the future. Customer also stating that his warranty rights are being violated by the way his concerns are being handled.
Writer contacted dealer 24221 Pollard Motors at 303-447-8187 and requested to speak to SM Donnie. SM not available, however, writer left message for a return call at extension 66244. The reason for the dealer contact was to provide or request the following information: That customer would like to come back to dealer for the spectral plots to be submitted. Writer advised that when diagnosis has been done the information would be submitted to the proper channels. Writer will contact dealer when customer advises that he will be able to go to the dealership. Writer wanted dealership to be aware of customers intentions. Writer also left dealership with complete list of writers contact information.
Agent attempted to contact customer at [redacted], however, customer was not available.
Left message for a return call at extension 66244. The reason for the customer contact was to provide or request the following information: Writer attempted to contact customer to review information and going back to dealer. Next contact attempt on 08.26.2014.
Agent attempted to contact customer at [redacted]
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 66244. The reason for the customer contact was to provide or request the following information: Writer attempted to contact customer to review information and going back to dealer. Next contact attempt on 08.27.2014.
Begin Customer Message reviewed:
August 25, 2014
Regarding the schedule for the spectral scans on the interference problem. It appears that it may be October before the consultant can do the tests due to his recovery time from physical injuries in an accident. During our last conversation, I was advised when the data is collected it needs to be given to the dealer.
Chrysler needs to explain to me just what will be done with it then? Will the dealer somehow use it to isolate the problem? Will it be sent on to corporate engineering where properly skilled engineering specialists who are qualified to understand such technical data in the EMC/EMI/RFI area and constructively use it to identify the root cause of this problem that is causing Chrysler to not honor my warranty and then take effective corrective action?
As a Registered Professional Engineer (Ret) myself, I would not expect anyone other than a specialized engineer in Chrysler Corporate Engineering to be able to use this kind of data.
Please provide a full description of what will be done with this if it is provided to the dealer.
Please provide the answer in electronic form as you did this note.

Thank you.
[redacted]
End of Reviewed Customer message
Agent attempted to contact customer at [redacted], however, customer was not available.
Left message for a return call at extension 66244. The reason for the customer contact was to provide or request the following information: Writer attempting to contact customer to review his concerns for a second time. Left VM that writer would email customer.
Status update provided via email to the following email address:
[redacted]
Thank you for your email and voice mail to Jeep enhanced customer satisfaction concerning your case[redacted]. As the dealership has advised that your navigation system is operating as designed, if you have a new concern, please contact the dealership for a new diagnosis. When the dealership has your spectral scans documents, they will submit them to the correct department. Until your documents have been received and reviewed, I cannot answer your questions about the repair or how your information will be used. As you mentioned that you will most likely not have your documents unitl October, your case will be closed. I have contacted the Pollard Friendly dealership and spoken with the Service Manager, Donnie, and he has been advised that you will be bringing in your documents. Thank you again for working with Jeep Enhanced Customer Satisfaction.
End of Status Update
Customer left VM requesting that entire navigation/and or computer system be replaced and mentioned class action lawsuit. See lines 44-51 that note vehicle is operating as designed and that field technican looked at the vehicle. Customers other concerns about the ventilation system and lights were resolved by the dealership showing the customer the correct why to operate them. See lines 171-172 and 210-215. As customer has no current concern that has been diagnosed, email sent to customer advising case will be closed as paperwork will not be submitted until October or until his associate can assist him and until there diagnosis that advises a new repair is needed is done.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# 2[redacted]

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|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM5 | EC4[redacted] | **Open Date** | 07/03/2014 | **Built Date** | 03/21/2014 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 04/19/2014 | **Mileage** | 1,003 | **Dealer Zone** | 63 | DALLAS | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 44231 | DEMONTROND AUTO COUNTRY INC | | | |
| **Dealer Address** | 888 IH 45 SOUTH | | | | |
| **Dealer City** | CONROE | **Dealer State** | TX | **Dealer Zip** | 77304 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | E-MAIL |
| **Address** | [redacted] | **Home Phone** | |
| | HOUSTON TX[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Dealer - Service/Body Shop - Personnel - Other - Unknown | Would not provide CAC contact information |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
drops into 3 while in D
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***** CUSTOMER EMAIL *****
After two weeks in shop to fix list of issues the car dropped out of D on the freeway into 3 scarring my wife half to death. This car has on multiple occasions taken control and completed unsafe actions, including stopping to operate in cruise (ACC recall), panic braking for right turning vehicles and the paddles being too close to controls on the wheel. Demontrond doesn t return our calls, nor will they tell us the phone number of the next contact up the line to lodge a complaint. Truly deplorable system when the complaint tree doesn t allow you access past the entity being complained about. Jeep has proven unreliable, unsafe and unresponsive.
***** END CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We are very sorry to learn of the problem you have encountered and have opened a file regarding this issue.
Thank you for bringing this to our attention. We appreciate the time and effort you took to tell us of your dissatisfaction with our product. We have documented your concerns and have made them available to our product development team.
Please know that your feedback and opinion are both, very important to us. We hope this experience will not cause our customers to misjudge our products.
Are you experiencing any return of the issues you have had addressed?
We apologize.
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,

Tyler
Customer Service Representative
Jeep Customer Assistance Center
***** END CAC EMAIL *****
***** CUSTOMER EMAIL *****
We definitely expect the issues to continue. The dealer has failed to find the root cause of the issue, remedied the problems with 'updates', did not replace components expected to be replaced, and failed to communicate on every level concerning our wellbeing and the issues. The vehicle has not worked from day one and we are now heading off on vacation with a car that slips into gear on its own, been advised by the service manager to just shift it back into gear when it happens, and not to worry.
I guess will just drive it until it tears itself apart or kills someone because at this point I believe that is the only way to get it fixed.
***** END CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dear [redacted],
Thank you for contacting the Jeep Customer Assistance Center.
Have you left on vacation yet? I apologize, Ava. Unfortunately, the Dealer is currently closed. What I am going to do is assign your case to an agent that will contact the Dealer on your behalf. Once the Agent has established contact, we will send you an update via email. This will allow for the quickest response time.
We would like to apologize for the statement made by the Service Manager, do you happen to recall their name? The statement was made at Demontrond Auto Country?
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,
Tyler
Customer Service Representative
Jeep Customer Assistance Center
***** END CAC EMAIL *****
Reason for Dealer Contact: The customer states that the service manager stated, with regard to their transmission slipping out of gear, to simply put it back into gear when it happens and not to worry.
Dealer Code: 44231
Dealer Name: DEMONTROND AUTO COUNTRY
Dealer Personnel Required: SM
CONTACT UPDATE: Agent spoke with Robert-SA. SA states there are no diagnosis past or present for any issues related to transmission components. States if Customer is experiencing an issue, they should undergo a diagnosis.
-
Dealership has been contacted. Please see lines 75-78.
***** CAC EMAIL *****
Dear [redacted]
Thank you for your patience.
We have spoken to the dealership and have advised the Chrysler Business Center of their practices. Again, we apologize. We would suggest having an appointment set and having the transmission issue diagnosed and resolved. I apologize for the less than favorable response, however we have documented everything thus far and it will be reviewed internally.
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,
Tyler
Customer Service Representative
Jeep Customer Assistance Center
***** END CAC EMAIL *****
Customer was advised that their concern is being forwarded for review.
Confirmed customer s contact information.
Preferred method of contact: Email

Preferred contact number: [redacted]
Preferred email address: [redacted]
Customer s concerns were reviewed with: CAC
Servicing Dealer: 44231 DEMONTROND AUTO COUNTRY
Spoke with: SM
Assigned CAIR to 86L
**** Dealer Notification Sent ****
RED LETTER SENT - CAIR can be closed.
Agent closing CAIR

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## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCGX | EC3[redacted] | ***Open Date*** | 07/01/2014 | ***Built Date*** | 2/21/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 01/23/2014 | ***Mileage*** | 12,000 | ***Dealer Zone*** | 42 | DETROIT | |
| ***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*** | 65399 | ROCHESTER HILLS CHRYSLER-JEEP INC. | | | |
| ***Dealer Address*** | 1301 ROCHESTER RD | | | | |
| ***Dealer City*** | ROCHESTER HILLS | ***Dealer State*** | MI | ***Dealer Zip*** | 48307 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | ROCHESTER HILLS MI [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Defective - Default | sensor for adaptive cruise control needs replacing, part on back order |
| Dealer - By-Pass - Default - Default - Default | |

Customer brought vehicle into 65399 ROCHESTER HILLS CHRYSLER JEEP last week for cruise control issue. Custoemr says part is on b/o and there is an annoying noise that beeps in car. Customer is going on a road trip on July 7 and would like issue resolved before going on trip. Customer would like to be called by CM as soon as possible.
-
Agent contacted 65399 and spoke with SA Steve who indicated a sensor for adaptive cruise control is needed and an order was placed when vehicle was there last week.
-
SA Steve also says...
Is the concern a result of misuse/abuse/lack of maintenance? Just a bad part.
Could the customer have caused/prevented concern? no
Is the concern related to age and mileage?no
Is vehicle maintained? Had check up at 6000 miles in april and came in June for current problem.
What is the general condition of the vehicle? good
Does customer have prior history with the current issue at your dealership?no
Have there been any previous related repairs? no
Have there been any previous out-of-pocket repairs? no
-
Writer contacted 65399 ROCHESTER HILLS CHRYSLER JEEP and spoke with PA Marty.
PA Marty stated part information for order is as follows:
Part #:68223771ah
Part Description:module or sensor for adaptive cruise control
Order #:ra0626

ETA:back order
Is customer in rental?no
If yes, who authorized rental?
Is the vehicle off road?no
Order type: Choose OneÙ Special Handling
Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days. If an update is received sooner, customer will be contacted sooner.
Assigned case to 96W (Parts Only))
Best number to contact customer is 248-977-9637.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68223771AH,Order#RA0626,OMC#89476949
on 2014-07-03 @ 11:43
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON: 07/03/14
PART NUMBER: 68223771AH
PART DESCRIPTION: SENSOR
ORDER NUMBER: RA0626
NUMBER OF DEALERS WITH PART: 12
CUSTOMER IN RENTAL (Y OR N): N/A
ASSIGN TO: FO507
**********END OF TRIAGE**********
**********96W PARTS UPDATE **********
FIRST CUSTOMER CONTACT:Writer called customer at 2[redacted] and left a message providing CM contact information 1-855-525-5085 ext. 472-0323
**********END OF UPDATE **********
****** START OF SUPPORT ESCALATION by T9777WN******
**** Update from Expediting Team for ****
Part#68223771AH,Order#$RA062,OMC#89534409
Upgraded to VOR. Tenative ETA to dealer week of 7/14.
****** END OF SUPPORT ESCALATION ****** by T9777WN
**********96W PARTS UPDATE **********
Writer dialed custoemr at [redacted], left message. CM advised parts in transit. CM provided contact#, extension. CM thanked customer. Ended call.
**********END OF UPDATE **********
PART IS 3PP
**********96W PARTS UPDATE **********
CM dialed customer at [redacted]7, left message. CM advised returning customer call. CM advised part is still in packaging. CM advised we are hoping to resolve this week, will be in touch. CM provided contact#, extension. CM thanked customer. Ended call.
**********END OF UPDATE **********
**********96W PARTS UPDATE **********
CM dialed customer at[redacted], spoke to customer. CM advised returning customer call. Customer states he is hoping to have vehicle repaired this week before he goes on a long trip. Customer states he is driving his vehicle now but it is an inconvenience to hear the beep. CM apologized, advised we will keep customer in the loop. CM advised will send email update by end of week on status. Customer provided email: [redacted]. CM thanked customer. Ended call.
**********END OF UPDATE **********
**********96W PARTS UPDATE **********
CM dialed customer at [redacted], left message. CM advised ETA would be 3 business days from now as part just rel to pdc. CM provided contact#, extension. CM thanked customer. Ended call.
**********END OF UPDATE **********
**********96W PARTS UPDATE **********
CM dialed customer at [redacted]7, left message. CM advised returning call. CM provided lines 86-89 again to customer. CM thanked customer. Ended call.
**********END OF UPDATE **********
OMC# 89534409Order#[redacted]FOR PN: 68223771AH IS RESOLVED

Status update provided via email to the following email address:
[redacted] this is Franc with Chrysler and Jeep Parts Corporate.
Your parts have arrived at the dealer, hopefully they have already called and set an appt. with you, if not, I can have the dealer call you.
If you have any repair related questions you may contact the dealer, likewise if you have any parts questions you may contact me by replying to this email or calling me direct at my number below. The case will close in 3 business days if all is well.
Thank You
Phone: 855-525-5085
EXT. 4720323
Office Hours: 8AM-4PM Monday-Friday
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG6 | EC[redacted] | ***Open Date*** | 07/01/2014 | ***Built Date*** | 0/07/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 12/05/2013 | ***Mileage*** | 4,999 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***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*** | 45495 | WESTGATE CHRYSLER JEEP DODGE RAM | | | |
| ***Dealer Address*** | 6421 OLD WESTGATE RD | | | | |
| ***Dealer City*** | RALEIGH | ***Dealer State*** | NC | ***Dealer Zip*** | 27617 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | HURDLE MILLS NC [redacted] - | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Other - Default | Front camera for forward collision pack |
| Corporate - Survey By-Pass - Duplicate CAIR - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer called to complain about dealer 45495 WESTGATE. Customer stated on Thursday March 20th the problem began with what she stated was the front camera for the forward collision pack. Customer stated this has been going on for months, and the dealer informed her she could bring it in Friday March 21st for repair., SA GregÙ said that would be fine and they could probably squeeze her in. Saturday, March 22nd customer spoke with SA EdwardÙ and he said he didn t know the JEEP was there and there was no way they could get to it that Saturday. EdwardÙ said would have the manager call her the following Monday but he never called. Customer stated SM Will CooperÙ called later and said she could pick up the vehicle April 1st and set her up with a loaner vehicle. Customer stated she was given a loaner vehicle which as a 2013 Dodge Dart with an almost empty tank, no features and it was plastered with WESTGATE advertising.. After diagnosing the vehicle dealer 45495 found the part for the camera was on backorder. Customer stated they informed her part is not ready again over and over. Jeep was at the dealership for a month and a half. On May 19th she got tired of waiting returned the loaner and picked up the Jeep. Didn t hear another word from the SM WillÙ and he said he would call and keep her updated. Customer left several voicemails for WillÙ in regards to this and he didn t return the calls. Customer called him on Monday June 23rd left a voicemail, and he was still not returning the phone calls. Tuesday June 24th left another voicemail and he called back an hour later and said the part was available. SM stated he would come and pick up the Jeep today 7/01/14 but he never did.
Briefly summarize what the customer is expecting: Customer says she wants this issue to be resolved and thinks she deserves some kind of compensation. Will was saying she may be able to get some kind of financial return. Customer wanted the complaint to be documented against customer service at the dealership for not returning calls and following

up as they had informed her they would.
Reason for Dealer Contact: Follow up on complaint.
Dealer Code: 45495
Dealer Personnel Required: SM Will CooperÙ
Customer s Preferred Method of Contact:
Customer Phone Number (Morning) [redacted]
Customer Email address: [redacted]
Reason for assigning to Resolution Team: Dealership is closed.
Assigned to 86T
Status update provided via email to the following email address:
[redacted]
My name is Krista and I have received your file.
I will be contacting the dealership to discuss your concerns with them
tomorrow.
Once I receive an update, I will send you an update.
Regards,
Krista
End of Status Update
-
Outbound call to 1-919-943-5691 WESTGATE CHRYSLER JEEP DODGE RAM #45495
and writer left a message for SM Will to contact her back regarding the
customers complaints.
-
Status update provided via email to the following email address:
[redacted]
I left another message for Will at the dealership to contact me back
regarding your complaint.
If I do not receive a response from him by 07/09/2014, I will be
forwarding a letter of Complaint to the Owner of the Dealership as well
as the Chrysler Business Center.
Regards,
Krista
End of Status Update
-
Outbound call to 1-919-943-5691 WESTGATE CHRYSLER JEEP DODGE RAM #45495
and writer left a message for SM Will to contact her back regarding the
and writer left a message for SM Will to contact her back regarding the
customers complaints.
-
Customer [redacted] is calling in with Cair# [redacted]6 as she missed a call from
Krista best to be reached after 5:00 PM EST.
Agent reviewed the lines and informed customer of lines 55-70 and
informed customer that agent will update the Cair for customer.
-
Writer will draft red letter.
-
Customer was advised that their concern is being forwarded for review.
Confirmed customer s contact information.
Preferred method of contact:Phone
Preferred contact number [redacted]
Preferred email address [redacted]
Customer s concerns were reviewed with:customer.
Servicing Dealer:WESTGATE CHRYSLER JEEP DODGE RAM #45495
Assigned CAIR to: 86L
-
**** Dealer Notification Sent ****
Red Letter sent, reassigning CAIR to SK1074 for next step.
Customer is calling and stating that she is wanting to send in a few
papers of documentation . Agent provided customer with fax number to send
in her documents . Customer is wanting to know if there has been any
update on the case . Agent advised customer that a Red letter has been
sent . Customer was happy to hear that the red letter was sent .
Customer contacted Jeep to say that she has been attempting to fax a
letter and documents but the fax line is busy. Agent confirmed the fax

number and the customer informed that she was faxing a four page letter requesting compensation for all the problems she has had with the dealership. Agent consulted TL and will reopen the case and put it in the que.
CAIR is reassigned to 86Y
The customer states that she faxed over the paperwork and wanted to know if it had been received. Agent informed the caller that the information is not attached yet.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-07-22 @ 09:53
****** Below Customer Contacted for Documentation Request ******
[redacted].com on 2014-07-22 @ 09:55
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-07-22 @ 09:58
Customer is calling to inquire if the documents she faxed have been received.
Agent advised customer that they haven t been uploaded to her file.
Customer requested to email. Agent provided link for customer to attach documents.
***** Customer Document Received *****
Customer called for an update on her file.
Agent explained that the documents were just received 2 days ago, and can take up to 30 days to be reviewed.
Customer said she will wait a month and call back if she does not hear anything.
Agent reviewed documents submitted by customer and found the case has already been escalated and handled by a CM and the case relates to CAIR [redacted]. Agent is reassigning case for survey by-pass at this time.
Duplicate/existing CAIR.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJT7 | EC[redacted] | **Open Date** | 07/02/2014 | **Built Date** | 01/25/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 06/01/2013 | **Mileage** | 13,980 | **Dealer Zone** | 51 | CHICAGO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 45126 | PARK PLAZA DODGE | | | |
| **Dealer Address** | 7911 W. ROOSEVELT ROAD | | | | |
| **Dealer City** | FOREST PARK | **Dealer State** | IL | **Dealer Zip** | 60130 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | CICERO IL 6[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Service Contract - New Contract Coverage - Maintenance - Unknown - Default | ECP312N |
| Product - Brakes - Unknown - Defective - Unknown | Master cylinder |
| Corporate - Reimbursement - Default - Default - Default | monthly payment reimbursment |
| Corporate - E-Reimbursement - Default - Default - Default | |

Customer called in and said he has had many problems with this vehicle and now there is a recall but there is no parts to repair it. Customer states the dealership drove his vehicle for 200 miles to try and calibrate his braking system. Customer has not had his vehicle going on 3 weeks and has a monthly payment coming up next week and is upset that he has to pay for a vehicle he has not had to drive. Customer states he has 2 dogs and three children and he is in a rental vehicle that does not allow dogs in, so he can not take his dogs any where and he feels it is a big inconvenience for him and his family. Customer has two contact phone numbers [redacted] cell
Customer has several issue with the radio, armrest, ABS light, automatic temp control, mirror, back seat panel. Customer is seeking to have his monthly payment reimbursed by Chrysler and his vehicle repaired properly.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 7[redacted]
Preferred Afternoon/Evening call back number is [redacted] cell
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Dealer)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code? 45126
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District P * * * * * *
In Warranty Basic 47 Months or 89,845 Miles
In Warranty Power train 47 Months or 89,845 Miles
MVP None
1 New 3 Used

Status update provided via email to the following email address:
[redacted]
Hello, my name is Shaunna, and I have been assigned as your case manager.
This email is confirmation that your case [redacted]5, was successfully
escalated to me. After I review the details of your case, I will be
calling you at your preferred number[redacted]
within the one business day as promised. My office hours are 7:30 am
4:00 (Mountain Time). My contact information is 800-763-8422 Ext. 66284.
If your preferred telephone number mentioned above isn t correct, please
reply with the correction.
You are a very valued customer to us and I would like to thank you for
the opportunity to assist with your situation.
End of Status Update
FIRST CONTACT CUSTOMER see lines 28-40.
Agent attempted to contact dealer Service Manager (SM), however,
SM not available. Left message for a return call at extension 66284 or
emal address
The reason for the dealer contact was to provide or request the
following information: Follow up with SM Murphy as to the status of
repairs and diagnosis.
CUSTOMER 70[redacted]CM contacted customer and reviewed expectations and
how to further assist customer. Customer history of repairs is 1.
Replaced radio (4 times), 2. 3 recalls 2 have been completed and the
third brake booster is outstanding, as master shield and cylinder is/has
been repaired. 4. Adaptive cruise control 5. Trunk lid 6. Back Camera is
green when in reserves.
Customer expectations is 1. Wants loaner/rental similar to JEEP GRAND
CHEROKEE
2. Vehicle payment concerns because he has not had vehicle for 3 weeks.
3. Consideration for trade because customer does not feel safe driving
and the quality of vehicle functionality.
CM indicated research with Dealer to determine diagnosis and
recommendations for repairs must be done in order to know the next steps
to help resolve customer issues. CM will follow up with customer on
7/7/14, and verified address, email and preferred contact numbers.
DEALER 708-366-1001 CM contacted SA Murphy and he reported all repairs
have been completed, expect for the master cylinder and STAR approved
this module to be replaced. SA reported part is scheduled for 7/14/14.
Agent attempted to contact customer, however, customer [redacted] was
not available.
Left message for a return call at extension 66284. The reason for the
customer contact was to provide or request the following information:
CM left message information see lines 63-65, and also reported sending SM
an email requesting customer rental accommodate his family. CM will
follow up once SM responds about rental and follow up on parts for
vehicle available 7/14/14.
CM sent email to SM Matt requesting if rental could be larger to
accomodate customer s family.
Begin Customer Message reviewed:
I would just like you to know that I have yet to get a call saying that
I m going to get a loaner vehicle comparable to my 2014 jeep summit. I m
supposed to go on a vacation friday and now I have to cancel it because
we all can fit in the current vehicle for the long ride. Thanks, I really
have high hopes in chrysler and all I get is big let downs.
End of Reviewed Customer message
CM had sent request for rental upgrade to Mmatt@hawkcdj.com on 7/7/14 and
dealership did not respond to request or contact customer. CM contacted
dealership and left message for Carla in dealerships rentals requesting
an exchange for a comp vehicle same as customer s vehicle. See lines 70-
73. CM requested call back and will follow up later in the day.
Status update provided via email to the following email address:
[redacted]
I apologized for the dealership not contacting you, and I have placed a
call into the dealership and the individual Carla handling the rentals is
not in yet. I left a message about your request and will follow up with
her later this morning to ensure we accommodate your request. I will

follow up with you once I have spoken to Carla.
End of Status Update
WA Carlene called, requesting the Case Manager. Tranferred WA to CM JB1846 at ext 66216 as CM SW738 was unavailable.
WA stated that the customer is in a Chrysler 300. WA stated that the only other vehicle they have available is a Journey. WA stated that they will contact the customer and let him know. WA stated that the customer can also check back later in the day if he doesn t want the Journey.
Customer 7[redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66284. The reason for the customer contact was to provide or request the following information: Follow up to information see lines 98-101. CM will call customer s other numbers.
Customer [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66284. The reason for the customer contact was to provide or request the following information: See lines 106-107. CM will follow up 7/11/14 with customer.
CUSTOMER [redacted] CM contacted customer to inquire if rental issues had been resolved. Customer indicated dealer was to follow up with a 2nd call and he had not heard anything yet. Customer informed CM he had to cancel vacation because he could not fit all members in the vehicle. CM will follow up with dealer on parts on 7/14/14, and will follow up with dealership about rental.
CM left message for rental manager for dealership rentals and indicated customer was expecting a 2nd follow-up call from dealer on rental size accommodating his family. Customer indicated he had to cancel vacation because he could not fit all members in the vehicle.
CUSTOMER [redacted] CM contacted customer and inquired about rental concerns, and customer did not get an upgrade as per dealership follow up. Customer requested vehicle payment reimbursement because it has been at the dealership and CM informed customer of possible options for compensations once vehicle is repaired. CM will follow up with dealer to ensure part is in and customer by 7/17/14 if not sooner.
Begin Customer Message reviewed:
Shauna, my vehicle was returned to me yesterday. Can you please call me thanks [redacted]
End of Reviewed Customer message
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-07-16 @ 12:01
CUSTOMER 708.567.0573 CM contacted customer to follow up with email to contact customer. Customer reported repairs had been completed and everything seems to be fine. CM reviewed recall on brake booster and customer thought it was taken care of, but CM will follow up with dealer to ensure it was completed. Customer current expectations have changed because of not being able to have a rental to accommodate his family and a vacation was cancelled because of parts being delayed and dealer did not change size of rental. Customer will be happy with one month vehicle payment for over 3 weeks of being a dealer. CM offered service contracts as options, but customer preferred 1 month vehicle payment and expected additional for missing vacation and future loyalty and meeting his expectations. CM offered SC ECP312N and one other SC choice, but customer wanted something for his kids linked to missing vacation. CM needs to research options, and will submit MVP to add and sent link for vehicle payment. CM outlined processes time line for reimbursement and added MVP and will contact customer once MVP is added.
DEALR 708-366-1001 CM contacted SA Tom and verified mileage 13,871, along with brake booster recall being performed.
MR [redacted] called stated that he tried sending documents though the link and was not able. Customer advised that he had faxed in the documents today. Writer advised that it may take a little while to show up on the case.
***** Customer Document Received *****
Caller MR [redacted] requesting to speak with Case Manager.
****** Below Customer Contacted for Documentation Request ******

[redacted] on 2014-07-16 @ 14:23
Begin Customer Message reviewed:
your site is very sensitive can you please send me another link so I can attach 4 more attachments
thank you
End of Reviewed Customer message
****** Below Customer Contacted for Documentation Request ******
[redacted] 2014-07-16 @ 14:25
He is sending 2 emails to SW738
Writer has sent him another e link.
****** Below Customer Contacted for Documentation Request ******
[redacted]
***** Customer Document Received *****
ECP312N Contract created. Contract number is 39025933.
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-07-18 @ 09:53
CUSTOMER [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66284. The reason for the customer contact was to provide or request the following information:
CM reported receiving payment vehicle documents and was also following up on reserach for other options for providing something for customer s kids. Next follow up is 7/21/14.
DEALER 815-741-5530 CM contacted SA Tony and he reported vehicle has an appointment for 7/22/14 for completing repairs.
Lines 183 - 184 not for this case.
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-07-18 @ 18:29
***** Customer Document Received *****
CUSTOMER [redacted] CM contacted customer and reported no offers for kids, so customer accepted SC of oil and Auto Appearance and 1 vehicle payment. Customer will follow up with type of oil and miles, and CM will follow up with customer once MVP are added. Customer also reported latch issues occuring again and is going to take vehcile into dealership.
Begin Customer Message reviewed:
I checked on the oil and it s not synthetic , it s regular 10w 30.
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Hello, got the oil type, but I still need your exact mileage. Thanks,
End of Status Update
Begin Customer Message reviewed:
my milage is 13980 and the oil for the vehicle is a blend of synthetic, not straight synthetic . thank you
End of Reviewed Customer message
CM sent email request to change SC to ECPS312N because customer reported incorrectly vehicle using regular and emailed back it takes synthetic.
Begin Customer Message reviewed:
can you please call me. I just came back from Hawk and while my car was being repaired under warranty their delivery truck side swiped the entire passenger side of my truck ! I m fed up with this dealer, this truck and chrysler
End of Reviewed Customer message
What has the customer requested? One month vehicle payment. The dealership repairs of vehicle took over 1 month to complete and customer was without his vehicle. $650.82
If this is a Recall or Extended Warranty, enter the campaign number. no
If this is for a previously made goodwill decision, what is that CAIR #?
no
Enter the Mileage at the time of the repair.13, 980
Enter the Date when the repairs were completed. 7/7/14
What is the total cost of the Parts to be reimbursed? n/a
What is the total cost of the Labor to be reimbursed? n/a
What is the total tax to be reimbursed? n/a
What is the total amount being reimbursed? $650.82
Mr.. [redacted] accepts and verifies the check should be mailed to the

following name and address:
[redacted]
CICERO , IL- [redacted],
Agent attempted to contact dealer Service Director matt Murphy, however,
SM not available. Left message for a return call at extension 66284
The reason for the dealer contact was to provide or request the
following information: Inquire about damage to vehicle and next steps to
repair vehcile and to calm cusotmer down. See lines 208-212.
Status update provided via email to the following email address:
[redacted]
I left a message for the Service Director Matt Murphy, and if you have
not spoken with him, it may be a good idea also. I will follow up with
you, once I have spoken with Matt.
End of Status Update
AAPP4N Contract created. Contract number is [redacted]
Begin Customer Message reviewed:
I spoke with Matt and the General Manager won t be in until Monday but I
did leave hime a voice message. Lets see if he calls me back
End of Reviewed Customer message
CUSTOMER [redacted] CM contacted customer on 7/24/14 and customer
report dissatisfaction for dealership neglect with damage caused to his
vehicle while in for repairs. CM provided dealer information and GM name
Matt Murphy see lines 237-240.
Agent attempted to contact dealer Service Advisor Mark, however,
SM not available. Left message for a return call at extension 66284
The reason for the dealer contact was to provide or request the
following information: Follow up on damages while vehicle was in for
repairs and what is the status for resolving customer s issues.
SC department emailed the change to customer SC to ECPS312N.
DEALER 708-366-1001
Agent attempted to contact dealer Service Manager Matt Murph (SM),
however,
SM not available. Left message for a return call at extension 66284
The reason for the dealer contact was to provide or request the
following information: Next steps for repairing vehicle damage which
occured while at the dealership.
Status update provided via email to the following email address:
[redacted]
I have left another message with General Manager Matt, because the
Service Manager is out of town. Once I hear from him I will follow up
with you. If you have any additional questions, my contact information is
800-763-8422 Ext 66284.
You are a very valued customer to us and I would like to thank you for
the opportunity to assist with your situation.
End of Status Update
Begin Customer Message reviewed:
Thank you Shauna, I forgot the name you told me last week but I did some
research and that guy and his brother are the owners of that hawk
location. going to try to call him again today and find out why my
vehicle isn t being parked in a safer location. Thank you again for your
help. I hope the body shop doesn t take weeks to fix.
End of Reviewed Customer message
Carlen WA calls from to speak with their Case Manager. Transferred the
customer to SW738 at ext.# 66284.
DEALER 708-366-1001 - Warranty Manager contacted CM and inquired about
notation in customer s file for 13 days rental related to brake booster
recall P14. Warranty Manager Charlene also reported tail gate latch is
available and was finding out about repairs for the damages done at
dealership. Charlene will follow up with CM on status of repair
time-line.
Status update provided via email to the following email address:
[redacted]
I spoke with Charlene the Warranty Manager and she was to follow up with
Matt and give me a call back with the status of repairs. She indicated
your part was in, but not sure about the repairs for the damages. If you

have any additional questions, my contact information is 800-763-8422 Ext 66284.
You are a very valued customer to us and the dealership and I would like to thank you for the opportunity to assist with your situation.
End of Status Update
Begin Customer Message reviewed:
Thanks, now it s just a waiting game once again. Just hope it s done correctly. But thank s again
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Dealership reported using their same facility for body work and repairs may be done 8/1/14, I will follow up with you on 8/4/14 to ensure vehicle repairs are acceptable. If you have any additional questions, my contact information is 800-763-8422 Ext 66284.You are a very valued customer to us and I would like to thank you for the opportunity to assist with your situation.
End of Status Update
Begin Customer Message reviewed:
Thank you for keeping up with this mess. I called the body shop my self and they said their going to try to have it finished tomorrow . So Lets see.
thanks again
End of Reviewed Customer message
Begin Customer Message reviewed:
I received the service plans and thank you. I did not receive the payment for the month the dealer held my car. Please advise me or are you going to wait until my car is repaired and send a double payment as mentioned ? Shauna, they had my car for over a week now too. Thank you for helping me I do appreciate it. Thank s Chrysler
End of Reviewed Customer message
Begin Customer Message reviewed:
any news on my jeep ? They told me it would be done last week and still no vehicle. Last time I spoke with them they said they don t clean the inside of the vehicle. I m sure there s some dust and smell from the body shop, you think you can ask them to detail the vehicle please. Thanks again
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
I contacted dealership and requested the vehicle be washed and clean as per your request. The dealership indicated they would make sure it was done, and I reported the last time you picked up vehicle is was dirty and not cleaned. I inquired when vehicle will be ready and they reported it is still at the body shop. Please let me know when they contact you to pick up vehicle. If you have any additional questions, my contact information is 800-763-8422 Ext 66284.
You are a very valued customer to us and the dealership and I would like to thank you for the opportunity to assist with your situation.
End of Status Update
Begin Customer Message reviewed:
Thank s Chrysler
End of Reviewed Customer message
Begin Customer Message reviewed:
how about this. I just called hawk 2 times , I ask for the service dept. and the put me threw to Mark I ask him the status on my vehicle and he says let me check. I m on hold honest to god 10 minutes and the phone goes off. I call back to talk to service again and a women answers she say let me check on your vehicle. Again I m on hold 10 minutes and then the phone goes off. I call again to talk to Mr. Crane the GM he s not in. They put me threw to the asst. GM on hold again 10 minutes and the operator gets on the line and say you want me to try him again? What now ?????? Help
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]

I have it on my schedule to contact dealer about the status of your vehicle, once I hear of something informative I will follow up with you. Thanks for your patience. If you have any additional questions, my contact information is 800-763-8422 Ext 66284, or you may respond to this email. You are a very valued customer to us and the dealership and I would like to thank you for the opportunity to assist with your situation.
End of Status Update
Agent attempted to contact dealer General Manager (GM) MATT, however, SM not available. Left message for a return call at extension 66284
The reason for the dealer contact was to provide or request the following information: Follow up on status of vehicle repairs and requested a return call.
CUSTOMER CM spoke with customer and he reported driving by dealership and SM was not satisfied with repairs and is sending vehicle back to the body shop, along with customer finding another new scratch. SM reported taking care of additional scratch and no time-line for repairs was given. Customer reported leaving message with GM Matt about status of customer repairs and has not gotten call back. Customer reported issues with vehicle being at dealer and making second payment. CM will reimburse customer for another payment because of the length of time to repairs damages. CM will send customer document link and requested proof of payment for 2nd one.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-06 @ 16:10
***** Customer Document Received *****
Status update provided via email to the following email address:
[redacted]
I called the dealership and service Manager Mark reported vehicle was done, but General Manager Matt, was going to follow up with you. Please let me know how repairs look when you have picked up the vehicle. In addition, I did get the documentation for the second payment, but I also need proof of payment, so I will send another document link for you today. If you have any additional questions, my contact information is 800-763-8422 Ext 66284 or you may respond to this email.
You are a very valued customer to us and I would like to thank you for the opportunity to assist with your situation.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted]m on 2014-08-13 @ 11:00
Begin Customer Message reviewed:
what kind of proof do you need ? the payment is an e-payment that gets processed through my bank I think tomorrow. So do I wait till it clears and send you proof that way or are you telling me I have to wait a month till my bank statement comes. This is getting complicated now shauna. I mean work with me hear.
What if I just give you the billing info and you can make the 2 payments for the vehicle yourself ? Let me know Thanks again
End of Reviewed Customer message
CUSTOMER - was informed by CM that proof of payment is required and CAC cannot directly pay bank, so once payment has clear around 8/15/14 customer can send in proof.
CM will send another link for document.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-13 @ 13:25
***** Customer Document Received *****
Customer Document Reviewed.
Status update provided via email to the following email address:
[redacted]m
I received your documentation and am processing your check, and I need the vehicle s mileage from the last repairs, before I can submit the request for approval. In addition, I had to laugh with your comments, when you picked up the vehicle. I will follow up with you when check is approved and ready for final submission to process and mail. Please get me the mileage and I can submit request for approval. If you have any additional questions, my contact information is 800-763-8422 Ext 66284 or

you may respond to this email. You are a very valued customer to us and I would like to thank you for the opportunity to assist with your situation.
End of Status Update
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66284
The reason for the dealer contact was to provide or request the following information: Need date customer picked up vehicle and mileage of last repairs.
Begin Customer Message reviewed:
the milage is 14078. Thanks again Chrysler. Looking into a wrangler sport. Just because the dealer is bad luck doesn t mean the product is bad . I ll keep shopping jeep Chrysler . Thanks again for your help
End of Reviewed Customer message
What has the customer requested? Reimbursement for 2 vehicle payment(s) $1240.00, because of the extended time and repeated repairs at dealership, and delays for parts.
If this is a Recall or Extended Warranty, enter the campaign number. No
If this is for a previously made goodwill decision, what is that CAIR #?
No
Enter the Mileage at the time of the repair. 14,078
Enter the Date when the repairs were completed. 8/
What is the total cost of the Parts to be reimbursed? $0
What is the total cost of the Labor to be reimbursed? $0
What is the total tax to be reimbursed? $0
What is the total amount being reimbursed? $1240.00
MR [redacted] accepts and verifies the check should be mailed to the following name and address:
[redacted]
DEALER - Reported miles at the time of repair is 13,981 and the date of repairs completed is 8/14/14.
What has the customer requested? Reimbursement for 2 vehicle payment(s) $1240.00, because of the extended time and repeated repairs at dealership.
If this is a Recall or Extended Warranty, enter the campaign number. No
If this is for a previously made goodwill decision, what is that CAIR #?
No
Enter the Mileage at the time of the repair. 13,981
Enter the Date when the repairs were completed. 8/14/14
What is the total cost of the Parts to be reimbursed? $0
What is the total cost of the Labor to be reimbursed? $0
What is the total tax to be reimbursed? $0
What is the total amount being reimbursed? $1240.00
MR [redacted] accepts and verifies the check should be mailed to the following name and address:
[redacted]
CICERO , IL- [redacted]
CUSTOMER verified address and CM outlined reimbursement for customer and once checked is issued case will be closed. Customer reported all issues finally resolved and expectations have been met. CM provided follow up contact number of 877-426-5337 or contact another dealership for any future issues.
Check approved.
CLOSED LOOP UPDATE - no need for additional follow-up.
**********
Approved and Processed
**********
Customer inquired about status of check and CM reported it was processed on 8/26/14.

## Customer Assistance Inquiry Record (CAIR)# [redacted]6

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT0 EC[redacted] | **Open Date** | 07/05/2014 | **Built Date** | 06/07/2013 | | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/09/2013 | **Mileage** | 10,000 | **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** | 59004 | AUTOLAND | | | |
| **Dealer Address** | 170 ROUTE 22 | | | | |
| **Dealer City** | SPRINGFIELD | **Dealer State** | NJ | **Dealer Zip** | 07081 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | UNION NJ [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Defective - Default | issues with the FCW system |
| Corporate - Survey By-Pass - Default - Default - Default | |
| Product - Body / Trim / Paint Finish - Unknown - Other - Unknown | |
| Product - Drivability - Unknown - Other - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer states that wants to return the vehicle, due to having nothing but problems since day one. Agent advised that would need to work with DLR. Customer stated that DLR told him to contact CAC. Agent contacted DLR and DLR stated that Sales advisor Phil would give him a call when available to discuss Customers issues with vehicle
Briefly summarize what the customer is expecting: Customer expecting to return the vehicle
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Customer called stated he had call CAC before to address his on going concerns with his vehicle but was referred back to the dealer. Customer stated the dealer at that time had referred him to CAC. Customer stated he feels he is getting the run around with no results. Agent apologized for any inconvenience. Customer advised he is having electrical concerns with his vehicle. Customer stated at times a message will display telling him to brake or applying the brake without driver intervention. Agent confirmed both of those functions are associated with the Forward Collision Warning (FCW). Customer stated he is also seeing a message displaying saying ACC FCW. Customer stated he has tried to address this with his dealer 5-6 times and each time the issues are not resolved. Customer stated at this time he is concerned this will cause an accident or someone will get hurt because of it. Customer stated he wants a buy-back of this vehicle. Agent advised per Answer ID 23673, advised his concern will be escalated for him.
-
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: n/a
Who has possession of the vehicle? (Owner)
Is this a request for Lemon Law, buy-back or replacement? buy-back
Reassigned to 91L
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case
should be escalated to I2R for case management.
Called customer and LVM to return my call.
***Follow up 7/18
Called customer-He stated that he is not going back to any dealership to get his vehicle serviced. He has had many issues with the vehicle and feels that it is unsafe. I asked the customer if he has possibly spoken to the dealership about trading out of the vehicle since he is in a lease. The customer stated that he does not want any CDJ vehicle ever again. He said that he is considering going to a lawyer for them to review his case. I apologized to the customer for all of the inconveineces he has experience and I provided to arbitration number. The customer does not want to continue with the repair process.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFDJ8 | EC1[redacted] | **Open Date** | 07/10/2014 | **Built Date** | 04/19/2013 | |
| **Model Year** | 2014 | **Body** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/10/2013 | **Mileage** | 10,865 | **Dealer Zone** | 66 | ORLANDO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| **Engine** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 43084 | BIG O DODGE OF GREENVILLE INC | | | |
| **Dealer Address** | 2645 LAURENS RD | | | | |
| **Dealer City** | GREENVILLE | **Dealer State** | SC | **Dealer Zip** | 29606 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | E-MAIL |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | SIMPSONVILLE SC[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | Cruise control did not shut off by brake pedal. |
| Product - Electrical - Power Seats - Other - Unknown | Memory seat not working. |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
cruise control
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Hi folks,my wife and i went for a ride yesterdayjuly4,14 .When i started it
up my mem seat didn t move so i cut it off and tried again and no luck,cruising down the highway i set the cruise and when i exited off i hit
the brake and it would not go off it kept pulling the brake slowed us a bit
so i pannicked but then hit the button on the wheel and it released kind of
a scary moment.Tried it later and it worked fine.I do have quite a few blackouts on the radio screen.Not complaining about the Jeep,i love it.Just
had it serviced last week and checked on thr recall but the part hadn t come in yet so you all have a great day and remember, today is the oldest you ve ever been and the youngest you ll ever be,Bill Allison
*****END OF CUSTOMER EMAIL*****
Dear[redacted],
Thank you for contacting the Jeep Customer Assistance Center.
I m sorry to hear of the concern you have experienced with your cruise control and the memory seat feature. We would like to review this concern further. Has the vehicle been diagnosed by Big O Dodge regarding the cruise control and memory seat concerns? If so, when was it diagnosed and who was your service advisor?
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,
Eileen
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
I had it serviced just three days before this happened so no it has not been discussed with Big O i just thought you folks might have had this problem reported by someone else.Haven t used the cruise since that day,I have had several days that the mem seat and tilt didn t work but never tried the cruise on that day,Bill Allison
*****END OF CUSTOMER EMAIL*****
Dear Bill,
Thank you for contacting the Jeep Customer Assistance Center.
We are sorry to hear of the concerns you have experienced. We are unable to advise of what may be causing the concern with the memory seat and the cruise control. We would be happy to further look into this situation. To do so, we will first require a diagnosis be performed by any authorized Jeep Dealership to review the situation and a determination on the repair procedure be put in place.
Our records indicate that the following recall campaign has not been performed by an authorized dealer:
P14 BRAKE BOOSTER
We recommend contacting Big O Dodge to arrange an appointment for proper diagnosis and repair. Once you have had an opportunity to undergo a diagnosis through your authorized Jeep Dealership, please call Jeep - 877-IAMJEEP (877-426-5337).
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,
Eileen
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Reassigned to SJ372 for survey bypass, no diagnosis.
I have applied for the booster recall but was told chrysler was only allowing two repairs a week to dealerships so when you folks can get around
to doing mine we will have them ck it out.
*****END OF CUSTOMER EMAIL*****
No answer needed, customer will contact after diagnosis.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCGX | EC2[redacted] | **Open Date** | 07/09/2014 | **Built Date** | 08/05/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 10/05/2013 | **Mileage** | 7,342 | **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** | 61210 | BAXTER CHRYSLER JEEP DODGE | | | | | |
| **Dealer Address** | 17950 BURT ST | | | | | | |
| **Dealer City** | OMAHA | | **Dealer State** | NE | **Dealer Zip** | 68118 | |
| **Owner** | [redacted] | | | | **Contact Type** | TELEPHONE | |
| **Address** | [redacted] | | | | **Home Phone** | ([redacted] | |
| | OMAHA NE [redacted] | | | | **Country** | UNITED STATES | |

| | |
|---|---|
| Corporate - Survey By-Pass - No Longer Owns Vehicle - Default - Default | refer to cair 25293560 |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

VIN: EC[redacted]
Dealer code: 61210
POC Name and position: Randy/SA
POC number: Dealer #
Current mileage: 7342
Customer concern:
1) Right center dash AC vent, top 2 fins are not working
2) Adaptive cruise inoperative
3) When in overdrive the transmission slips.
4) Brakes locked up one time with the ACC on.
5) Dash makes one beep at customer
6) Center console lower door has imperfection on the side
7) Left front window on the inside leaves spots when rolling up or down. Leaves track marks on the window.
Dealer diagnosis:
1) Replace the fins for the AC vent.
2) ACC was out of position, adjusted lense and recalibrated and that works great. That adjustment also resolved concerns # 4 & 5.
3) NPF with transmission.
4) See # 2.
5) See # 2.
6) Replace center console door.
7) Window regulator is leaking grease onto the window.
Recommended repairs: Replace 2 fins on the AC vent, replace center console door, and replace window regulator. Adjustment completed for Adaptive cruise control.
Is the customer in a rental: No
Is the customer waiting: No
Customer name: [redacted]
All customer contact [redacted]

Best time of day for contact: N/A
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-07-09 @ 12:55
Writer contacted customer. Customer states that the owner of the dealership said the vehicle would be replaced. Customer states that vehicle has been at the dealership for 10 days already. Customer states that the SM Tom knows all about it. Writer advised customer I would contact the dealership and speak with the SM Tom to see where it is going. Customer just states he just wants the vehicle replaced because they have had nothing but problems with the vehicle.
Correction to line 40 and 41 SM Todd Webster.
Agent attempted to contact dealer Service Manager Todd Webster, however, SM not available. Left message for a return call at extension 66301
The reason for the dealer contact was to provide or request the following information: To get update on if the vehicle is being replaced.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
AM replacing vehicle due to ongoing transmission issues.
Vehicle has also had issues with vibration when idling.
Writer contacted customer. Customer states he has the new vehicle and he is just waiting on the paperwork. Writer advised customer I would document that information and this case will close today.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBGX | EC1[redacted] | ***Open Date*** | 07/09/2014 | ***Built Date*** | 05/05/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/20/2013 | ***Mileage*** | 15,000 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***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*** | 44825 | BACHMAN-BERNARD CHRYSLER DODGE | JEEP, INC. | | |
| ***Dealer Address*** | 200 BACHMAN DRIVE | | | | |
| ***Dealer City*** | GREENEVILLE | ***Dealer State*** | TN | ***Dealer Zip*** | 7745 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | GREENEVILLE TN[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | adaptive cruise control |
| Corporate - Survey By-Pass - No Response - Default - Default | no response since 07/10 |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler:
Customer stated that he wished to speak with the same agent that he was dealing with back in June Cair#[redacted] Customer stated that the issue with the adaptive cruise control clicking while changing speed that he was advised was normal operation is still a concern. Customer stated that he was able to drive a new vehicle from BACHMAN BERNARD CHRYSLER DODGE and did not have the same clicking issue. Customer stated that he is concerned because the issue is intermitted and may not have been present during dealer test drive. Customer stated he is concern for spouses safety because adaptive system does not always slow down as it should. customer stated he has been to two dealers who have not been able to resolve the issue. Customer stated that he was told that he would have oil change service contract added to his vehicle but was told by DLR that this was not the case.
Briefly summarize what the customer is expecting: Resolution and repair to adaptive cruise control issue. Oil change service contract.
Customer contact numbe[redacted]
Reassigned to 88W
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66075. The reason for the customer contact was to provide or request the following information: Writer left a message introducing him as the CA. Writer requested a callback and stated he will follow up with the customer no later than 7/14/14 to further discuss the case. **offer customer LOFR515**
Customer stated that he wanted to speak to his CM. Agent advised customer that a message had been left at his number but the customer

stated that he did not receive it. Agent confirmed telephone contact number on line 17. Agent provided customer with CM telephone number and extension as per Answer ID 19956 and transferred customer to voice mail with his permission.
Call to customer [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66075. The reason for the customer contact was to provide or request the following information:
Advised CA not in office today. CA going to discuss oil change contract. Writer advised CA should contact tomorrow the 16th.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66075. The reason for the customer contact was to provide or request the following information:
Writer left message inquiring if customer has scheduled an appointment for another dealership to look at the concern he is experiencing.
CLOSED LOOP UPDATE - no need for additional follow-up.
LOFR515 Contract created. Contract number is [redacted].

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9 | EC[redacted] | ***Open Date*** | 07/14/2014 | ***Built Date*** | 04/28/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/11/2013 | ***Mileage*** | 18,000 | ***Dealer Zone*** | 74 | DENVER | |
| ***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*** | 65454 | BLOOMINGTON CHRYSLER JEEP, INC | | | |
| ***Dealer Address*** | 8000 PENN AVENUE SOUTH | | | | |
| ***Dealer City*** | BLOOMINGTON | ***Dealer State*** | MN | ***Dealer Zip*** | 55431 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | MINNETRISTA MN [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Lemon Law - Default - Default - Default | customer seeking lemon law |
| Product - Transmission / Transaxle - Unknown - Hard Shifting - Default | hard shifting |
| Product - Suspension - Unknown - Other - Unknown | suspension runs crooked |
| Product - Electrical - uConnect Cellular System - Other - Default | unconnect runs poorly |

Briefly summarize why the customer is contacting Chrysler: Customer called stating they are unsatisfied with their vehicle. Customer states it s been problematic since the day they purchased it. Customer states that the vehicle only has 18 000 miles on it and has already experienced issues with the shifting, the air suspension, unconnect, econ, dash lights, and the suspension running crooked. Customer is outraged at the issues the vehicle is experiencing and stated they was Chrysler to buy back their vehicle. Customer states they have had enough.
Briefly summarize what the customer is expecting: Customer is expecting information on a buy back of their vehicle.
Customer informed a call back is required and will take place within 1-2 business days.
Preferred Morning/Midday call back number is
Preferred Afternoon/Evening call back number is
Who has possession of the vehicle? Owner
Is this a request for Lemon Law, buy-back or replacement? Buy back
Reassigned to 91L
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
*** JD with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact JD directly at 214-583-2153. Thank you. ***
Called dealer 65454 and reviewed customer s RO history with SA Jamie.
Placed initial call to customer. I explained that this case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my hours and a number for questions.

Customer stated he has had several concerns develop on the vehicle, but the most troublesome is the vehicle says it is in park, but actually moved forward in drove when the customer takes his foot off the brake. Customer stated he believes the vehicle is a lemon and no longer wants it. Customer stated that dealership does not help him when he brings his vehicle in; they tell him to get used to the vehicle. Advised customer that I can oversee a diagnostic with the dealership to determine if there is anything wrong with the vehicle. Advised customer I could look into resolutions to help him trade out of the vehicle if such a resolution is warranted by the diagnosis and repair. Customer agreed to take vehicle in for diagnosis.
Called dealer 65454 and spoke with service assistant Faith who set appointment for customer for Friday, 7/18/14 at 10 am. Advised her to set up rental for customer. Confirmed appointment with customer.
***Follow up with dealership and customer 7/18/14 DM NOTES FOR RENTAL
Returned VM from SA Phil at dealer 65454. SA stated that customer got upset that rental agency was asking for proof of insurance, but they got it sorted out and sent the customer on his way. Advised SA to let me know if they duplicate the customer s concern or if they pull any codes so I can request TAPS support.
Called customer who complained that he didn t like his rental. Advised him to call rental agency to see if they have anything else that is covered by Chrysler corporate rental policy. Advised customer I will keep in touch with dealership regarding repair and that he is secure in his rental over the weekend if dealer needs to keep his vehicle.
***Follow up with dealership and customer 7/22/14
SA Phil at dealer 65454 LVM stating that they could not find any codes relating to customer s concern; they ran software updates and returned vehicle to customer.
LVM for customer requesting call back. ***Follow up with customer 7/24/14
Called customer who stated there is no change in the vehicle s performance. Advised customer that dealership determined that no codes were pulled and they could not duplicate his concern. Advised customer they did perform some software updates that should have addressed his concerns. Customer stated they did not. Advised customer I would be happy to help him seek a second opinion. Customer stated that he was told that the part causing his problem cannot be fixed.
Called dealer 65454 and spoke with SA Phil who confirmed vehicle is performing as designed.
Called customer and told him that vehicle is performing as designed. Customer stated that he is not interested in a second opinion and that this situation is just wrong as they vehicle is unsafe. Gave customer arbitration information. ***Request to close case
Customer called stating that his warning lights have come back on and he is taking his vehicle in for service on Wednesday to dealer 65454. Customer stated he needs rental assistance. ***Request to reopen
>> A new CAIR and I2R Case [redacted] have been opened to further assist customer.
**Called customer to advise his case is now with me and provided my contact info. Customer stated he still plans to take the vehicle to the dealer tomorrow at 7-7:15 in the morning. Advised customer that I d be in contact with the dealer to see if the concerns can be duplicated which would allow me to escalate to TAPS. Advised customer that his case can and will be reviewed for other options if the repair/diagnosis warrants that. Customer understood and was advised that I d be in contact with him within 2-3 days once more info is obtained on the repair/diagnosis.**
--Follow up with DLR 08/20 to check on the diagnosis---
**Called dealer(65454) and spoke to SA Jamey who advised the vehicle was picked up yesterday. SA also helped me update the RO history on the vehicle.**
**Called customer to see how the vehicle is performing and was advised that all of the lights have gone off on the dash but he still feels there is an issue with putting the vehicle in park. Advised customer to give it a couple of more days to test drive and to call me back either Monday or Tuesday with an update on the performance. Advised customer from there we

should know what we need to do.**

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJTX | EC[redacted] | **Open Date** | 07/22/2014 | **Built Date** | 02/02/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/02/2013 | **Mileage** | 11,200 | **Dealer Zone** | 74 | DENVER | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 45520 | DON K CHRYSLER DODGE JEEP RAM | | | |
| **Dealer Address** | 6219 HWY 93 S | | | | |
| **Dealer City** | WHITEFISH | **Dealer State** | MT | **Dealer Zip** | 59937 |

| | | | | | |
|---|---|---|---|---|---|
| **Owner** | [redacted] | | | **Contact Type** | E-MAIL |
| **Address** | [redacted] | 70 SUMMIT AVE | | **Home Phone** | [redacted] |
| | SOMERS MT[redacted] | | | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - uConnect Cellular System - Navigation - Default | 4 failed attempts fixing nav system |
| Corporate - Complaint Contact - Default - Default - Default | Customer has had numerous vehicle repairs |
| Product - Electrical - Navigation System - Complete Failure - Default | Front collision warning system is not working! |
| Product - Electrical - Unknown - Complete Failure - Default | SEAT IS HOT and TEMPERATURE GUAGE NOT WORKING |
| Product - Electrical - Heated Seat - Other - Unknown | Seat is heating up for no reason whatsoever! |
| Corporate - E-Reimbursement - Default - Default - Default | |
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Lemon Law Demand
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
The dealer has failed to fix a faulty navigation system FOUR TIMES. This is in addition to over 10 other trips to the dealer to fix a host of other defects. I would like to have this vehicle replaced. Below is the history of the problems, along with the specific instances (four) that the dealer has failed to fix the navigations system. Here is the history of my purchase. 1. Purchased on Friday, August 2. Car didn €™t start on lot; was told that was because €œsomeone must have left the lights on. € 2. Picked up on Monday, August 5 after paying for €œundercoat € and inside/outside sealant. Navigation didn t work. Remote Start didn t work. 3. Returned vehicle same week and was told 'problems fixed' after day long software reset. 4. Friday, August 9 (same week) car completely wouldn t start and stranded me on highway 93 in Montana. Car towed to dealer: they said 'problems fixed' after changing grounding wire and updating software. 5. Picked up car on evening of Friday, August 9. Remote start fixed, but navigation frozen. 6. Navigation not fixed till September after two more visits to shop (a total of 4 trips to the shop within one month). 7. February 6, 2014.

Check Engine repeatedly light goes on and then goes off after 3-5 days. Problem repeats but Don K says not to bring it in unless light on so they can get code. Bring to Don K on February 13, 2014. 8. February 13, 2014. Check engine light on. Don K reprograms instrument cluster. 9. March 4, 2014. Check engine light goes on; call for appointment on Thursday, March 6, 2014. Given appointment on Monday, March 10, 2014. Problem is apparently a bad reading on the vapor canister. Check engine light reset. 10. March 13, 2014. Check engine light goes on again. Make appointment for Friday, March 14, 2014. 11. March 14, 2014. Appointment at Don K. Replaced seal-vapor canister on evaporative system. 12. March 17, 2014. Check engine light goes on again. Make appointment for Tuesday, March 18, 2014. March 18, 2014, drop off vehicle at Don K (10:00 am). 13. May 23, 2014. Navigation system shows me miles away from actual location and compass doesn €™t work. Make appointment for June 11, 2014. REPAIR ATTEMPT FOUR FOR NAVIGATION SYSTEM. Driving off lot system still doesn €™t work. Take back and navigation reset and then works. 14. July 13, 2014. Get in vehicle and navigation doesn €™t work (no compass and location is wrong by 50 miles) [redacted] VIN: EC106560 Telephone: [redacted]
***** END OF CUSTOMERS EMAIL *****
Dea[redacted],
Thank you for contacting the Jeep Customer Assistance Center.
Chrysler is dedicated to producing a quality product and we are saddened to hear of the numerious issues you have had with your vehicle. Products are not put out onto the market with specific faults in mind and we cannot foresee when a vehicle may encounter any issues.
Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention. A case has been opened for you and the number is at the bottom of this page.
Due to the nature of your concern, your file has been escalated for further review. We feel this referral action will provide the best resource for your concerns. A Case Manager will attempt to contact you within one business day at the phone number provided in your email[redacted]. If you wish to be reached at an alternative number, please respond so we may update your file appropriately.
We also would like to advise you of your currently incomplete recall, I have provided information below on the recall:
Chrysler Group will recall certain Jeep Grand Cherokee and Dodge Durango SUVs, model years 2011-2014, to install a cover over the brake boosters to minimize corrosion caused by undue water exposure.
Chrysler Group will inspect the brake boosters, and may replace them if braking capability has been reduced. All boosters will be equipped with a cover to insulate their crimp joints from water.
What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer right away to start the process of getting the recall completed.
Thank you again for your email. Should you require additional assistance in the meantime, 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,
Sierra
Customer Service Representative
Jeep Customer Assistance Center
***** END OF CAC EMAIL *****
***REQUEST FOR SPECIAL HANDLING***
NIC of TL consulted: PG725
Reason for special handling request: Customer has had numerious warrany claims, unresolved issues with his check engine light as well as unresolved problems with the navigation system.
Current location of the vehicle: with the owner
Date of last repair attempt: June 11th
Customer s preferred method of contact: n/a
Customer phone number (Morning)[redacted]8
Customer phone number (Evening)[redacted]
[redacted]

Dealer code (if applicable): 45520
Dealer personnel involved (if applicable): n/a
Assigned case to 88F for Special Handling
* * * * * CASE MANAGER TEAM - District N * * * * * *
OOW: customer is well within all warranties. BASIC 36 Months or 36,000 Miles 0 August 2, 2016 24 Months or 25,405 Miles
MVP: SC : 38632432 - WM5100N US - 1 CAN - 0 INTL - 0
Desc: 5 YEARS / 100,000 MILES - $100 DEDUCTIBL
Eff Date : 08/02/2013
Exp Date : 08/01/2018 Exp ODM: 100,000 M
Status : Active Provision :
Ownership history: 1 new ( this one.)
Status update provided via email to the following email address:
[redacted]
Hello, my name is Shani, and I have been assigned as your case manager. This email is confirmation that your case,25318200 , was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number[redacted] , within the one business day as promised. My office hours are 10:00AM 6:30PM(Mountain Time). My contact information is 800.763.8422 EXT 66014 If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Status update provided via email to the following email address:
[redacted] Dryw and I am contacting you for your case manager Shani she has been assigned as your case manager. This email is confirmation that your case, [redacted]0, was successfully escalated to her. After she review s the details of your case she will be calling you at your preferred number, [redacted], within the one business day as promised. Her office hours are 10:00AM 6:30PM (Mountain Time). My contact information is 800.763.8422 EXT 66014. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Writer called the dealership and spoke with SA Dan and was placed on hold for 9 minutes. Writer will contact the dealership later.
Writer called the dealership and spoke with SA Dan and was advised that the vehicle is not at the dealership and the last time the vehicle was at the dealership was on 6/12/14 at 10,295 miles for a re-flash on the RRT 14-014. SA Dan stated that the customer brought the vehicle in on 3-20-14 at 7,946 miles for the check engine light was on.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at 1-800-763-8422 extension 66014. The reason for the
customer contact was to provide or request the following information: The reason the case was openand discuss customer concerns and issues vehicle is having.
Writer called customer. The customer, Mr [redacted], confirmed to writer that indeed he is an attorney and that yes, he has been seeking buy back. Customer stated that the dealership is about thirty miles away and he just cannot continue to take his new vehicle there for repairs only to have them remain unresolved. Customer then stated that last Thursday, July 31, 2014, he got into his vehicle and discovered that the navigation system has suddenly started working on its own, and that today, Monday, August 4, 2014, the vehicle continues to be operating as it was designed; but, the customer stated, he has no faith that this is going to last based upon past history. Writer asked the customer, given the repair history, if he would be interested in Chrysler reimbursing him for a vehicle payment. Customer was appreciative, said he might be interested in that, and stated that this shows good faith. He then told writer that he wants to drive the vehicle for another week or so and see if the current operating state of the vehicle remains stable. Customer stated that it does, and we provide the reimbursement, then he would consider the matter resolved and we could close the claim. Customer told writer he has much more faith in Chrysler than he does in his dealership. The

customer told writer that at one point he did ask the Dealership (his selling dealership) if a trade in would be possible, but they wanted him to pay an additional $5,000-$6,000. The customer then said another option he would like to put on the table would be a preferred trade in for a new model, in which case he would be interested in an Overland with a diesel. Writer advised customer that I am going to do research into all of these options and topics and customer and writer agreed to touch base in one week, Monday, August 11, 2014.
Writer called Dealership. Writer spoke with Service Manager Greg, who said, I am the fixed operations manager I do have a service manager who is going to be the better one to talk to , Tim Davis. Writer was transferred to Service Manager Tim Davis. SM Tim told writer that it is true, on this vehicle everything from the navigation unit on has not been working. Tim stated that there is yet another new update for the customer s radio which just came on July 31, 2014: TSB 08036-14 revision A . Tim also noted the nexus of all the problems and first point of failure was that the battery kept going dead and general radio/ navigation issues. Writer advised Tim regarding conversation with customer. SM Tim stated the customer is a good guy and that his personal opinion is that the customer does have a legitimate perspective and concerns. Tim added that there is still one incomplete open recall, P14 Brake Booster, for which the dealership is awaiting the correct parts. Writer thanked Tim and will be back in touch with the Dealership in about a week.
Begin Customer Message reviewed:
Case# [redacted]
Message for Shani:
Look forward to speaking with you on Monday. Just an update: the Forward Collision Warning is not working (to the best of my knowledge) and sometimes the outside temperature doesn t work. It seems the entire system is riddled with faults and is unreliable.
Best,
[redacted]
End of Reviewed Customer message
Writer called customer, in order to acknowledge the email which customer has just sent ( lines 178-186.) Customer Mr. [redacted]r stated that these factors are something he had not brought forward previously, and yet Customer wanted to add these to the list of his concerns. Writer assured customer that I and Chrysler are doing our best to make things right for him; customer responded that he has full confidence in that and appreciates writer s help. Writer and customer agreed to confer on Monday, August 11, 2014, as previously planned.
Writer called customer. Note that customer is an attorney. Customer states that have a new host of issued that have occurred (see latest email :) Including that his seat is now getting hot, his forward collision system is not working, and his temperature gauge has stopped working. At this point, the customer s expectation, not necessarily in this order, he says: 1) Chrysler, buy my car back 2) Chrysler, trade this inn for a new vehicle or at least 3) please give me a break on the payments. Writer asked customer if he would be interested in reimbursement for a vehicle payment. Customer was NOT satisfied with that offer, given the large number of unresolved problems, unsatisfactory trips to the Dealership without lasting repair, and , he states, a great deal of lost work and income due to vehicle issues. Customer Mr [redacted] told writer that now he has to go back to the Dealership for more diagnosis and repairs, due to the new concerns listed above, but that he was waiting for his Case Manger to offer him a solution of some kind first. Customer noted that as time passes he is getting closer and closer to being outside L Law provisions and warranty. Writer advised customer that I am going to do my best to escalate this in a new direction this week and customer would like a call back tomorrow, if possible ( (Tuesday, August 12, 2014); if so, customer requests, please call in the morning.
Writer called Dealership. Writer spoke with Service Manager Greg, and reviewed with him the customer s latest concerns. Service Manager Greg

stated he didn t understand why the seat would be heating up, and asked agent to find out if the customer s temperature gauge light is also coming on. Writer requested of SM Greg that he open a new STAR case for this customer s vehicle. SM Greg advised writer that the dealership is very 'booked up' and that the earliest he could get the customer in would be August 22 at 1:30 pm. Writer secured that appointment slot for customer and thanked SM Greg. Greg stated he will make a note to open the STAR case when the customer comes in.
Writer called customer. Customer is not willing to go through another 60 mile round trip up to this dealership in the mountains, which, he says, also entails loosing another day of work, nor is he interested in 'wasting time' with more ineffectual attempts to repair his vehicle. Customer asked writer to cancel the appointment at the dealership. Bottom line: Customer advised writer that he will settle for a reimbursement of TWO vehicle payments; otherwise, he states, he is going to pursue lemon law on his own. Customer is an attorney. Writer advised customer that I will research the possibilities in regard to his request and get back to him as soon as possible.
Writer called customer. Customer was not available. Writer left voicemail message informing customer that I want to talk with him about an offer we have on the table (no details!) and asking him to please return my call as soon as possible.
Writer called customer. Customer was not available. Writer left voicemail message, advising customer that I do wish to talk with him as soon as possible regarding the offer we have for him. Writer requested, in the message, that customer return my call at his early convenience.
Customer Mr. [redacted]r called writer. Writer delivered to customer the offer that was authorized, which is for one (1) vehicle payment, up to $500. The customer responded that he is quite disappointed with that as his monthly vehicle payment is, he says, $1500. Customer stated he needs to think this over for a day or two before deciding if he will accept, and needs to consider his other options. Customer stated he will get back to writer in a day or two.
Writer called customer. Customer was not available. Writer left a voice mail message, encouraging customer to return my call and let me know what his decision is in regard to the offer of a reimbursement for one vehicle payment.
Writer called customer; customer was unavailable- writer left voice mail. Writer expressed to customer that I hope to hear from him soon regarding his decision. Writer advised customer that if I don t hear from him soon, I will, regrettably, need to close the case, and requested a call back.
Begin Customer Message reviewed:
Case #: [redacted]
VIN: 1C4RJFJTXEC[redacted]
Shani,
i received your emails: thank you for your persistent follow up.
i reluctantly will accept the offer of the one-time reimbursement. I m just tired out.
Best,
[redacted]
End of Reviewed Customer message
Writer notes email from customer Mr. [redacted]r, above. Writer called customer; customer was unavailable. Writer left a voice mail for customer: writer thanked customer for the message, and advised customer, in voice mail, that I will be emailing him also with a little more information as to which documents we will need in order to process his reimbursement. Writer also said, in voice mail, that I will be sending customer document request links. Writer will touch base with customer after his documents are received.
CORRECTION: writer needs to discuss the links with the customer in person. Therefore, writer called customer again, and reached customer in person. :) Writer explained to customer Mr. [redacted]r that we WILL reimburse his vehicle payment (one), and what the process of reimbursement entails; writer explained document links and Mr. Hegger stated that it would be fine to go ahead and send them and he will send the documents required.
AND: Writer then advised Mr. [redacted]r that I (we) would really like to try

one more time to resolve his vehicle concerns and asked if he would like to take the vehicle back to Don K. one more time AND that I will work on this end to ensure that this time there is CM involvement in getting a ( STAR) ('engineering/ technical') case opened. This was appealing to the customer and he stated he would be willing to do that but that he is going to research and see if another closer to him would be more efficient for him. Customer will decided upon which dealership and let writer know when he has an appointment made. Meanwhile, writer will send the document links so that that is taken care of and the information is attached to this case. Writer and customer agreed to touch base after the long weekend ( week of September 2, 2014.)
****** Below Customer Contacted for Documentation Request ******
richardhegger@heggerlaw.com on 2014-08-27 @ 18:25
****** Below Customer Contacted for Documentation Request ******
richardhegger@heggerlaw.com on 2014-08-27 @ 18:26
***** Customer Document Received *****
Writer notes that one of two documents is received, but that customer still needs to provide proof of payment (his notation with the document notes he was unable to.) Writer needs to request that customer fax the remaining document. Writer attempted to call customer, but customer s line indicated busy or out of service. Writer will attempt again in the morning, Thursday, September 4, 2014.
Writer called customer to talk about the documents he sent and also the plan to have him go for a diagnosis at another Dealership. Customer stated he does not want to spend another minute on this: he stated his new expectation: send the $500 reimbursement and close the case. Writer stated that I understood and will abide by customer s desire. Writer still needs the proof of payment and document and will request, via email, that this be sent via fax as he was unable to send it via document link.
****** Below Customer Contacted for Documentation Request ******
richardhegger@heggerlaw.com on 2014-09-04 @ 14:54
Status update provided via email to the following email address:
richardhegger@heggerlaw.com
Shani: Mr. [redacted], regarding our earlier conversation today, I completely understand your position and will abide by your decision. I want to complete the process of the reimbursement to you. The document showing the amount of your vehicle payment came through our system and is attached to the case. However, we still need to see your proof of payment, such as a bank statement indicating the amount. I will send you a fresh link and would like to inform you that you can send the second document via fax. Here is our fax number: 801-736-3929. Please attach a cover sheet bearing your name, my name, and the case number, [redacted], for identification purposes. Once we have that document we will be able to create your reimbursement check quickly and send it on its way. Thank you. I hope you have a pleasant remainder of the week.
End of Status Update
Begin Customer Message reviewed:
Shani,
The document I sent you is from your own company (Chrysler Capital)! It shows right on top the number of payments. All payments are by electronic transfer. I am not going to copy my bank statement to show you proof that it came from my bank account.
Do you mean to tell me that your company is asking for proof that I paid your company????? Could that be real? Please see your own company s statement to me that show the number of payments.
If this is not enough, then forget the offer and we ll just do the lemon law thing.
Thank you for your assistance. You work for a very weird place.
[redacted]
End of Reviewed Customer message
What has the customer requested? Customer requested at least a partial vehicle payment reimbursement.
Enter the Date when the repairs were completed. Many repair attempts, no resolution.
What is the total amount being reimbursed? $500

Status update provided via email to the following email address:
richardhegger@heggerlaw.com
Hello Mr. [redacted]. I am currently in the process of processing the check to send it out; however, I would like for you to respond to this email with your correct mailing address. If you would like to reach me with that information, please feel free to contact me at (800) 763-8422 ext. 66014. If you attempt to contact me via phone after 9-10-14, please use ext. 40683. Thank you so much for your patience!
End of Status Update
Begin Customer Message reviewed:
Shani,
Thank you for your diligent efforts. My correct mailing address for US Mail is:
[redacted]
Somers, Montana [redacted]
For FEDEX or UPS, it has to go to the physical address:
[redacted]
Somers, Montana [redacted]
Thank you again.
[redacted]
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Hello, Mr. H[redacted], thank you so much for sending me the correct address information. Unfortunately, I do need to ask you for one more piece of information- and I apologize, because I fully understand your frustration. I should explain that I don t have access to the Chrysler Capital financial records, which is why we have needed to ask for all this information. And a new policy requires that I have to ask you for this extra documentation. Therefore, in your kindness, would you please supply to us a concrete proof of vehicle payment in one of these forms?
1) Front and back of a check sent as form of payment
2) Credit card receipt
Or 3) a bank statement, showing the payment deducted from your account, with everything not pertinent, of course, blacked out. I sincerely apologize this has taken a lot longer than it should have. As well, I very much thank you for your patience with me and the process. Please call me if you have any questions. Please note: my extension has changed. The new extension is: 40683. Sincerely, Shani
End of Status Update
Writer called customer. Customer was not available. Writer left a voicemail, advising customer of the most recent email requesting one final document, thanked him for his patience, and requested that he get in touch at his convenience.
Begin Customer Message reviewed:
Case [redacted]
Shani,
Even though, as I noted, the statement from Chrysler Capital shows 21 payments (because I even made payment in advance), fine, I will send you the bank info showing the transfer.
BUT, you didn t give me any instructions on how to send it.
Best,
Rich
End of Reviewed Customer message
Writer called customer. Customer unavailable. Writer left a voice mail message for customer, thanking him for the email and explaining how to send the remaining document via document request link ( PDF!) and via fax.
****** Below Customer Contacted for Documentation Request ******
richardhegger@heggerlaw.com on 2014-09-17 @ 12:49
Status update provided via email to the following email address:
richardhegger@heggerlaw.com
Mr[redacted], good morning, this is Shani. I have just sent you one more document request link. Please attach the remaining document there in PDF form, clicking only one time; the link as you know is good for seven days

only. As well, here is the fax information if that would be a better choice for you: our fax number is 801-736-3929. Please add a cover sheet with your name, your case number, and my name in large letters, to ensure proper delivery of fax to me. Thank you! I hope you have a pleasant day.
End of Status Update
***** Customer Document Received *****
Writer called customer Mr. [redacted]r and thanked him for the latest document; writer advised him it looks really good and that I should now be able to proceed, and will let him know when that has happened, which should be very soon. Writer invited customer to call.
Status update provided via email to the following email address: richardhegger@heggerlaw.com
Thank you, Mr. [redacted]. You latest document has been received.
End of Status Update
What has the customer requested? Customer requested at least a partial reimbursement for a vehicle payment.
If this is a Recall or Extended Warranty, enter the campaign number. N/A
If this is for a previously made goodwill decision, what is that CAIR #? N/A
Enter the Mileage at the time of the repair. 11200 most current mileage.
Enter the Date when the repairs were completed.N/A
What is the total cost of the Parts to be reimbursed?N/A
What is the total cost of the Labor to be reimbursed?N/A
What is the total tax to be reimbursed?N/A
What is the total amount being reimbursed? $500.00

## *Customer Assistance Inquiry Record (CAIR)#* 2[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG8 | EC[redacted] | ***Open Date*** | 07/17/2014 | ***Built Date*** | 12/10/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 03/29/2014 | ***Mileage*** | 4,500 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***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*** | 54194 | TATE DODGE INC | | | |
| ***Dealer Address*** | 7139 RITCHIE HIGHWAY | | | | |
| ***Dealer City*** | GLEN BURNIE | ***Dealer State*** | MD | ***Dealer Zip*** | 1061 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | ELKRIDGE MD [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | Customer feels adaptive cruise control is not working |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer states that she has been utilizing her adaptive cruise control function and is finding that it is not working. Customer states that she would like to be provided instructions as to how it is supposed to work. Customer states that she already has an appointment with the dealership and will seek help from them.
Briefly summarize what the customer is expecting: Customer is expecting adaptive cruise control information.
Agent advised customer that the adaptive cruise control needs to be set by selecting the appropriate button on the bottom left of steering wheel and that you can select distance from vehicles by selecting the buttons beside this. Customer had attempted multiple times to see if function would change but no changes could be noted. Agent advised customer that as customer is going to the dealership to review this function with them to ensure there are no concerns on the vehicle.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCMX | EC[redacted] | **Open Date** | 07/21/2014 | **Built Date** | 10/11/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 12/19/2013 | **Mileage** | 11,000 | **Dealer Zone** | | | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | E-MAIL |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | CENTERVILLE OH[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Referral - Mopar.com - Parts - Default - Default | ACC |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Back ordered part
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Backorder - MOPAR Brand Site
Brief Description:
Back ordered part
Comments:
Adaptive cruise control module, 68223771AH This part has been on order since 6/4/2014 with no estimated availability date. I expected better support on this vehicle. Can you please check into the delay on this part and possibly divert one part from production to fill this order. Thank you for you help. [redacted]

[redacted]

Thank you for your recent inquiry to Mopar.com.
Unfortunately I do not have access to inventory levels or the ability to determine an order status.
When an order is placed online an order confirmation is emailed to you.
The email confirmation will contain contact information for the fulfilling dealer whom you should contact to determine the order status.
You may also log on to Mopar.com and click on 'log In' in the top right-hand corner.
Next, enter your email address and order number and click on View Order .
You may also contact the Jeep Customer Assistance Center at 877 426 5337.
You will be assigned a case manager who can assist with expediting the part on your behalf.
Thanks again for contacting Mopar.
Sincerely,
Duane
Customer Service Representative
Mopar Customer Assistance

## Customer Assistance Inquiry Record (CAIR)# [redacted]

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|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT6 EC[redacted] | | **Open Date** | 07/23/2014 | **Built Date** | 01/25/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 10/14/2013 | **Mileage** | 11,748 | **Dealer Zone** | 35 | WASHINGTON | |
| **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) | | | | | |

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|---|---|---|---|---|---|
| **Dealer** | 23248 | ADAMS JEEP | | | |
| **Dealer Address** | 1799 WEST STREET | | | | |
| **Dealer City** | ANNAPOLIS | **Dealer State** | MD | **Dealer Zip** | 21401 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | ARNOLD MD 2[redacted] | **Country** | UNITED STATES |

| |
|---|
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default |
| Dealer - By-Pass - Default - Default - Default |

CQI Survey Record Received - DATE : 07/23/2014
Survey Number : 3382467
Quality Survey ID Number: 265642120
Survey Date : 07/21/2014
VIN Last 8 : EC[redacted]
CQI Comments : \\The ACC/FCW sensor issue that I am experiencing.
* * * * * CASE MANAGER TEAM - District Q * * * * * *
CPS Comments: After several trips to the dealer the issue I am having with the ACC/FCW sensor is still not resolved. I am actually due to bring it back in, again, to hopefully have it resolved. This system, which I specifically wanted, has not worked properly since I purchased the vehicle in October 2013. The ACC/FCW sensor issue that I am experiencing. The acceleration, the lowering/raising feature, the power liftgate, the UConnect system and app. I love my jeep!!
1st contact email: [redacted]
Status update provided via email to the following email address:
[redacted]
Thank you for taking time to participate in our survey. Congratulations on the purchase of your 2014 JEEP GRAND CHEROKEE OVERLAND. Per your request I am contacting you to discuss your response. Please feel free to contact me (800) 763-8422 EXT 66223. I will attempt to reach you again tomorrow
End of Status Update
Customer contacted writer and advised that the front adapter cruise control doesn t work. Customer stated she is taking into dealership again next week. She will be making an appointment at Adams in Annapolis. She stated the service department has been wonderful in trying to resolve her concerns. Writer advised customer of a follow up on 07/31/14. Customer agreed.
Writer called [redacted].

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66223. The reason for the customer contact was to provide or request the following information: Follow up on Adams.
Customer contacted writer and advised the cruise control and front collision warning are inoperable. Customer took the vehicle in on Wed and picked it up Friday, and the lights came back on. The lights flashes red and the brakes lock up. Customer has an appointment 08/06/14. Customer is afraid to drive the vehicle. Customer stated she likes the dealership and loves her Jeep, but is getting to the point where she is afraid to drive it. When the brakes lock up the brakes slam on and she is afraid of being rear ended.
Is there any damage to the vehicle? No
Actual/accurate mileage? 11,748
Is the vehicle leased or purchased? Purchased
Name of lender: TD Auto Finance
Is the customer in a rental right now? No
Is this vehicle used as a personal vehicle or for a business? Personal
Are there any modifications to this vehicle? Window tint
If Chrysler makes an offer to replace the vehicle, what dealer does the customer prefer to work with? Adams in Annapolis
Writer called [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66XXX. The reason for the customer contact was to provide or request the following information: No answer from review at this time.
Status update provided via email to the following email address:
[redacted]
At this time, I have not heard back from review. Once I have an update, I will contact you by phone. Thank you for your continued patience in this matter.
Jodi
End of Status Update
Writer inquired if customer would be willing to accept a vehicle payment to continue working with the dealership in an attempt to repair the vehicle? Customer declined.
Is there any damage to the vehicle? No
Actual/accurate mileage? 11,748
Is the vehicle leased or purchased? Purchased
Name of lender: TD Auto Finance
Is the customer in a rental right now? No
Is this vehicle used as a personal vehicle or for a business? Personal
Are there any modifications to this vehicle? Window tint
If Chrysler makes an offer to replace the vehicle, what dealer does the customer prefer to work with? Adams in Annapolis
********** 91L Review **********
91L reviewed and returned to 88 for case handling
Status update provided via email to the following email address:
[redacted]
I am still waiting to hear back from review. I know they are very busy at this time. I hope to have an answer before too long. I will contact you once I have an answer. Thank you for your patience in this matter.
Jodi
End of Status Update
If Chrysler makes an offer to replace the vehicle, what dealership does the customer prefer to work with? Adams Chrysler 23248
******Review completed, returned for repair resolution******
Writer called [redacted]3.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66223. The reason for the customer contact was to provide or request the following information: Returned for repair, check blue & white book.
Writer called [redacted]
Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 66223. The reason for the customer contact was to provide or request the following information: Customer contact/update
Writer called [redacted]
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 66223. The reason for the customer contact was to provide or request the following information: Customer update, what are her intensions?
Writer called 410-288-3100. SA advised writer the customer hsa not been to the dealership.
Writer called Adams at 410-263-2341. SA Jeff stated that he spoke with the customer a couple of weeks ago, and she advised him she would be in for an oil change and have her cruise control looked at then.
Status update provided via email to the following email address:
[redacted]
I have been attempting to contact you since 08/26/14. I have not heard back from you. At this time, your case will be closing. If you need further assistance, please call Jeep Custoemr Care at 877-426-5337.
Thank you for being part of the Jeep family.
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* 2[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT1 | EC[redacted] | ***Open Date*** | 07/23/2014 | ***Built Date*** | 02/04/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 06/17/2013 | ***Mileage*** | 9,267 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

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|---|---|---|---|---|---|
| ***Dealer*** | 45323 | STEW HANSEN DODGE CITY JEEP | | | |
| ***Dealer Address*** | 12103 HICKMAN RD | | | | |
| ***Dealer City*** | URBANDALE | ***Dealer State*** | IA | ***Dealer Zip*** | 50323 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | CERTIFIED LETTER |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | DES MOINES IA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - Default - Default - Default | Customer seeks Lemon Law. |
| Product - Air Conditioning / Heater - Auto Temp Control System - Defective - Default | Customer seeks Lemon Law. |
| Corporate - Lemon Law - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Electrical - Electronic Stability Program - Unknown - Default | |

POSTMARK DATE: 071814; DATE RECEIVED: 072314
Owner submits a copy of the motor vehicle defect notification information sent to the Iowa Attorney General.
It states there have been three or more attempts to repair a problem with the forward collision warning activating the brakes without a warning.
Another problem is with the a/c. An acknowledgement letter will be sent to the owner and this file will be forwarded to the bc for further review and handling.
POSTMARK DATE: 072414; DATE RECEIVED: 072414
Case assigned to AM Erica Moyer for handling.
AM has requested an update from SM Frank at Stew Hansen 45323-will update case once more information has been provided. ELM54 _
AM received update from SM Frank at Stew Hansen in regards to this Lemon Law case. SM Frank states:
Customer has presented a list of complaints of which his memory seat and mirror complaint has been verified and his auto temp control has been verified. We have repaired the memory seat and have am AC control head here today for replacement. His major complaint is the forward collision warning sounds intermittently with nothing in front of the vehicle.
There are no faults in the system and we have not been able to verify the complaint. We replaced the forward collision warning controller on the last visit. SM will keep AM updated once more information is provided-service and parts director is out as well as assistance service manager who have been working closely on this case. ELM54
Received call from customer who stated he is upset that his case still has no resolution. Customer states he wants his vehicle fixed today or he wants a new car today. Informed customer that the dealership is

currently working with the AM to diagnose his concerns but there is no way a resolution will be provided today. Customer states he would like the AM to contact him within 6 hours. Informed customer I would inform the AM he would like to speak with her but there is no guarantee she will be able to contact him in six hours. Customer became very upset and stated everyone at Chrysler is ignorant.
AM received update from tech advisor that he has an inspection set-up for next week Tuesday, August 12th. TA will update AM of his findings and proceed from there. ELM54
POSTMARK DATE: 073114; DATE RECEIVED: 073114
Re-assigned to MJB196 for handling as he is new AM for Dealership...mam50
AM Michael Bartlett has spoken with TA Al Mcavoy: He recalibrated systems: vehicle is operating as normal.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

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|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBGX | EC[redacted] | **Open Date** | 07/23/2014 | **Built Date** | 05/05/2013 | |
| **Model Year** | 2014 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/20/2013 | **Mileage** | 15,000 | **Dealer Zone** | 66 | ORLANDO | |
| **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) | | | | | |

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|---|---|---|---|---|---|
| **Dealer** | 44825 | BACHMAN-BERNARD CHRYSLER DODGE | JEEP, INC. | | |
| **Dealer Address** | 200 BACHMAN DRIVE | | | | |
| **Dealer City** | GREENEVILLE | **Dealer State** | TN | **Dealer Zip** | 37745 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | GREENEVILLE TN [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | Cruise control noise inquiry |
| Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | dash lights inquiry |
| Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default | since 08/20 |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

Customer advised a call back is required and will take place
within one 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: [redacted]t
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?44825
Reassigned to 88W
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 66075. The reason for the
customer contact was to provide or request the following information:
Writer attempted to contact customer at [redacted] Writer left a
message wanting to verify the customers concerns and if an appointment
has been scheduled at the dealership to look at the concerns. Writer
stated he will follow up again on 7/28/14.
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 66075. The reason for the
customer contact was to provide or request the following information:
Writer attempted to contact customer at [redacted]. Writer left a
message wanting to verify the customers concerns and if an appointment
has been scheduled at the dealership to look at the concerns. Writer
stated he will follow up again on 7/30/14.

Status update provided via email to the following email address:
[redacted],
This is Greg with Jeep Enhanced Customer Satisfaction. I am contacting to follow up with you and see if you have had a chance to take your vehicle in for a diagnosis regarding the problem you are experiencing. You can reply to this email by using the link below to communicate with me this way also.
Thank you.
End of Status Update
Writer contacted customer at [redacted]. Writer asked customer to explain the concerns he is experiencing more clearly. Customer stated that there is a noise when he has his cruise control on. Customer stated he has test drove a vehicle with the NH3 ADAPTIVE CRUISE CONTROL W/STOP. Writer advised customer that his vehicle has NH1 ENHANCED ADAPTIVE CRUISE CONTROL. Writer stated that if he will contact dealership to see if they have a vehicle with NH1 to diagnose the vehicle. Customer stated he would like a factory engineer come down to the dealership and look at the vehicle; Writer stated he cannot promise that an engineer can come down, but can look into it. Customer also stated that sometimes the whole dash will black out.
Writer contacted customer at [redacted] Writer spoke with customers spouse who referred writer to contact customer at 4[redacted]
Writer contacted [redacted] and spoke to Mr. [redacted]. Customer reviews concerns with writer stating that his vehicle has a noise in the dash. Customer states that he is really hoping to have an engineer involved and not just on the phone. Writer advised that we can definitely arrange to see what can be done. Customer is expecting a phone call back on 08/04/2014
Status update provided via email to the following email address:
[redacted]
I apologize for being unable to call you today. I am still currently researching right now to see if it is a possibility to have an engineer go out to the dealership for further assistance.
End of Status Update
Writer contacted customer at [redacted] Writer informed customer that we can put in the request for an engineer to come to the dealership, but cannot do so without having the vehicle at a dealership. Customer stated he has already taken it to two different dealerships and stated that they both told him that it is operating as designed. Customer stated he understands that the vehicle is not going to stop because he does not have that system. Customer states that the vehicle sometimes speeds up and he is worried that it is going to cause a crash. Customer stated he will take the vehicle one more time to a dealership so we can have our technicians involved, but if it does not fix the concern he will file for lemon law. writer will follow up on 8/8/14.
Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Chrysler seeking his case manager.
Briefly summarize what the customer is expecting:
Customer is expecting to talk to their case manager. Agent provided customer with their case managers phone number and extension; 800-763-8422 ext 66075.
Writer received voicemial from customer stating he has an appointment set up for 8/11/14
Writer contacted dealership and was advised that the service department is closed.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66075. The reason for the customer contact was to provide or request the following information:
State that a message was left for the service department and that writer will contact them again on 8/12 for further information.
Writer spoke to SA Justin who stated that they have test drove the vehicle and have experienced the vehicle accelerating while the cruise control is active. SA stated that it only accelerates when the vehicle is set at a certain speed and slows down due to a vehicle being in front of

them, and will accelerate back up to normal speed after changing lanes or if there is no longer an object in front of the vehicle. SA stated they also have not experienced the concern with the cluster blacking out or the AC not working.
Writer contacted dealership and spoke to SA/Justin. Writer informed SA that customer is no longer on ECS restriction and a TS will not be contacting them. SA stated that they have test drove the vehicle over 100 miles and still have been unable to duplicate any of the concerns and states that the vehicle is operating as designed.
writer attempted to contact customer at [redacted] Writer left a message requesting a callback
Transferred call to 66318 for assistance
Writer received a call from the customer who is saying he was told by the dealership they could not hear it and the customer did get a bit upset and the SM asked him to take his vehicle and leave.
Customer is willing to go to Stinnett Chrysler Dodge and see if if a TA can inspect the vehicle. Customer is going to meet with the owner Bachman Bernard Chrysler .
Customer would like His CA to contact the dealership Stinnett Chrysler Dodge and see if a TA can see his vehicle. And get a call back today.
Writer sent email to AM.
Status update provided via email to the following email address:
[redacted]
Hello Mr. [redacted]
I am letting you know that I have contacted corporate resources to see what our next steps should be and when/if a tech would be able to come out. I do not want your vehicle just sitting at a dealership while we wait for an answer. I will regularly update you thought on any information I find.
End of Status Update
Status update provided via email to the following email address:
[redacted]
This is Greg, I am just following up with you as I understand the vehicle has been released back to you. I am following up with you to verify how your vehicle is running after it has been explained to you.
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT1 | EC[redacted] | ***Open Date*** | 07/23/2014 | ***Built Date*** | 01/22/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 10/19/2013 | ***Mileage*** | 20,313 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 45126 | PARK PLAZA DODGE | | | |
| ***Dealer Address*** | 7911 W. ROOSEVELT ROAD | | | | |
| ***Dealer City*** | FOREST PARK | ***Dealer State*** | L | ***Dealer Zip*** | 60130 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | CHICAGO IL [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default | Unable to reach the customer. |
| Product - Electrical - uConnect Cellular System - Other - Default | messaging |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Electrical - Cruise Control - Defective - Default | |

* * * * * CASE MANAGER TEAM - District P * * * * * *
CM created new case for customer from survey comments and will followup with dealer on cruise control issues and messaging for uConnect and open a STAR case. See [redacted] and CM will reserach issues with internal tech and follow up with customer on 7/29/14.
DEALER 708-366-1001 CM followed up with SA Diane and customer has not been into dealership since 6/3/14.
CUSTOMER[redacted] CM contacted customer and reported information in lines 6-7 and inquired if customer was still having issues with his vehicle or did last repair resolve all issues. Customer reported same issues and CM informed customer of taking the vehicle into the dealership for a diagnosis. CM inquired to date and customer will take vehicle in 8/4/14 for repairs and CM will followup with dealer and send customer contact information. Customer email is [redacted]
Status update provided via email to the following email address:
[redacted]
Hello, my name is Shaunna, and I have been assigned as your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. Per our conversation today I will follow up with the dealer on 8/4/14 to ensure issues with your vehicle are address. I will be calling you at your preferred number, [redacted] for any future contacts.. My office hours are 7:30 am 4:00 (Mountain Time). My contact information is 800-763-8422 Ext. 66284. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
You are a very valued customer to us and I would like to thank you for the opportunity to assist with your situation.
End of Status Update

DEALER - CM contacted GM Matt and he reported customer missed his last appointment 3 weeks ago and was to bring the vehicle in for a FLASH update and the dealership s tech has been trained to perform some advance tech applications if the FLASH does not work. The application beyond the FLASH takes 4 1/2 hours to completed, but will not be applied if FLASH update solves customer s issues. CM will follow up with customer.
CUSTOMER - CM reported information in lines 29-34 and customer is dropping vehicle off to dealer on 8/5/14 and CM will follow up with customer on 8/7/14 to ensure repairs have resolved customer s issues.
CUSTOMER - reported two outstanding issues and was told by dealer vehicle would need to be brought back. Customer was unhappy with having to drive two separate times to have issues resolved and no time line for parts to be in. CM will follow up with dealer on back order parts and time-line and follow up with customer by 8/13/14.
DEALER reported Steering Column Module for cruise control and Brake Booster as the two parts for customer s vehicle. CM will follow up on parts and then provide customer with update.
DEALER - Parts Manager Mike reported brake booster part is order #AR2355 and part #CBXNP143AAfor Brake Booster, and steering module is 68222877AA part # and MAY2A is order#. No ETA for either part.
CUSTOMER - CM reported information in lines 46-48 and adding 96W status for updates to customer. CM will provide weekly follow up, as well as 96W. Next follow up is 8/19/14.
**********96W PARTS UPDATE **********
Writer called dealer at 708-366-1001 and spoke with PA Mike. Writer provided email address to order part # CBXNP143AA. PA stated that part # 68222877AA has arrived.
**********END OF UPDATE **********
CBXNP143AA is an ARO campaign part. They are restricted 1 in 7 days or 1 in 14 days. It will take a couple weeks for order to be placed by dealer.
ASSIGNED TO: RW612 CAIR HAS AN 88 CM
Per GPOP, 20 pieces were invoiced at PDC.
**********96W PARTS UPDATE **********
CM called dealer at 708-366-1001 and spoke with PA-Mike. CM verified dealer received the order this morning and thanked PA for assisting Jeep.
**********END OF UPDATE **********
DEALER - SM Mark reported part is in and CM will contact customer to follow up with SA Mark or Sam, and Brake Booster is still on back order.
CUSTOMER
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66284. The reason for the customer contact was to provide or request the following information: Provide information in lines 65-66 and next follow up is 8/22/14, unless customer contacts CM with date for repairs/appointment.
CUSTOMER - reported being out of town and is going to take vehicle in next week for Steering Column repair. Customer also noted cruise control is not working again, and will follow up with CM on date of appointment, if not CM will follow up on 8/28/14.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66284. The reason for the customer contact was to provide or request the following information: Status of appointment and will follow up with dealership on recall part.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66284. The reason for the customer contact was to provide or request the following information: Brake Booster still on order and steering column part is in and next follow up is by 9/5/14 for appointment/repairs.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66284. The reason for the customer contact was to provide or request the following information: Follow for appointment and or repairs have been completed. Next follow up is 9/10/14.
CUSTOMER reported wanted to take vehicle in for all three issues, Steering column part, curise control not working and brake booster. CM will follow up with dealer on status of brake booster and provide customer updates.

DEALER - SA SAM reported hold on parts being unavailable for recall. CM noted another recall and SA reported not being able to get the parts, and customer will not bring vehicle in for cruise control diagnosis until all recall parts are in. Next follow up is 9/19/14.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40678. The reason for the customer contact was to provide or request the following information: Follow up to information in lines 95-98 and next follow up is 9/22/14.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40678. The reason for the customer contact was to provide or request the following information: Informed customer of placing case on hold until the recall parts come in. CM informed customer of keeping case open 1 additional day and will close unless customer call CM with appointment for taking vehicle in for repairs.
Status update provided via email to the following email address: [redacted]
I following up to inform you of the dealership placing you on the waiting list for your recall parts, and will notify you once they come in. I will place you case on hold, unless you contact me by 9/23/14, so I can further assist in any other issues or concerns you may have. If you have any additional questions, my contact information is 800-763-8422 Ext 40678 or you may respond to this email. You are a very valued customer to us and the dealership and we would like to thank you for the opportunity to assist with your situation.
End of Status Update
Follow up with voice mail from customer [redacted] and left message to see how to assist.
Customer [redacted] reported having continual issues with his cruise control and his front collision warning system keeps going off and customer cannot use his cruise control. CM will research and follow up with customer if issues is a known concern and possible repair being developed or possible internal review based on multiple repairs/visit not resolving customer issues. Follow up by Tuesday. 4/28/15.
Customer [redacted] still researching if a known issues and will follow up with customer by Wed/Thursday.
Customer 4[redacted]5 - S1408000255 and informed customer to give number to dealer and see if it will take care of the issues. Customer wanted to know about lemon law options, and CM informed customer of contacting their State agency for lemon law, or contact Jeep Brand to request a review process or to contact NCDSUSA as another option or to contact the dealership and see what they can do for customer. Customer was satisfied with options provided and will determine next steps he would like to do.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT1 | EC[redacted] | ***Open Date*** | 07/25/2014 | ***Built Date*** | 0 /06/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/10/2014 | ***Mileage*** | 242 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 26062 | MANHATTAN JEEP-CHRY-DODGE INC | | | |
| ***Dealer Address*** | 678 ELEVENTH AVENUE | | | | |
| ***Dealer City*** | NEW YORK | ***Dealer State*** | NY | ***D aler Zip*** | 0019 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | NEW YORK NY [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Brakes - Unknown - Other - Unknown | Customer states issues with FCW |

Briefly summarize why the customer is contacting Chrysler: Customer states issue with FCW (forward collision warning) vehicle is braking when close to the vehicle and she wants it turned off. Customer states she has turned off the setting and it is still braking when close to other vehicles. Customer stated there is a loud alarm that went off in the car and does not know what it is. Agent advised the customer to speak with a service advisor at the dealership.
Briefly summarize what the customer is expecting: Customer is expecting advice on features in her vehicle.

## Customer Assistance Inquiry Record (CAIR)# 2[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG2 | EC[redacted] | **Open Date** | 07/28/2014 | **Built Date** | 05/18/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 07/30/2013 | **Mileage** | 16,036 | **Dealer Zone** | 35 | WASHINGTON | |
| **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** | 44561 | BROWN'S DODGE CHRYSLER | | | |
| **Dealer Address** | 960 HILTON HEIGHTS RD STE B | | | | |
| **Dealer City** | CHARLOTTESVILLE | **Dealer State** | VA | **Dealer Zip** | 22901 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | ALEXANDRIA VA[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Recall - Default - Default - Default | customer called in for recall information |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: The customer called in for information. The caller states that he had the vehicle towed in. Caller states as he was driving and applying the brakes the vehicle was vibrating. The customer states a red light came on in the vehicle ABS light and the 'service four wheel drive' light came on as well. The caller was seeking recall information on the N58. Agent informed the caller that the N58 was completed. Agent informed the caller that the P14 is not completed on the vehicle. Agent informed the caller that all of his issues would be documented for him. Caller thanked agent and ended the call.
Briefly summarize what the customer is expecting: Caller is seeking information on recalls.
Agent is requesting survey bypass - vehicle needs diagnosis.
Customer called as per the previous notes. Customer was travelling last night and the vehicle broke down. Customer states he called the Dlr this morning at 7am to inform them that the vehicle was there and to ask for a rental. He was advised that they can t extend the rental without a diagnosis. Agent called the Dlr and spoke with the SM Mark. Agent advised as the customer is an ECS customer that he is automatically provided a rental. He states he will call Tim at the Dlr (as he was away), and will have him set it up with enterprise. Customer wanted to be able to get home. Agent advised the customer of this and also advised that we will have a CM follow up on the repairs and to ensure satisfaction.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Who has possession of the vehicle? Dlr

Has the vehicle been diagnosed by a CDJ dealer? Not yet
If a CDJ dealer has diagnosed, what is the dealer name or code? 44561
Reassigned to 88W
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Writer dialed dealership and SA Tim stated they have diagnosed vehicle and they have found a left wheel speed sensor code has come up, writer informed SA this customer is part of the ECS program and to provide rental if needed. Writer also informed SA we will be escalating case up to our TS s and also provided writer s contact information as well.
Writer also informed SA of open recall on customer s vehicle.
Agent contacted customer, however customer inquired if they could get a call back in a few minutes
The reason for the customer contact was to provide or request the following information:
To inform customer we are their CA and we will providing updates as they become available and if rental is needed to get one.
Writer dialed customer and informed him we are his CA and will be providing updates as they become available and if rental is needed to go ahead and get one and we will cover that.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-07-28 @ 10:06
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
The customer had called in stating that he had not received a call from his CM regarding his case.
Agent had called over to the ECS program and spoke with Greg, agent then transferred the customer over for further assistance.
Customer contacted writer stating that he is concerned because he was told his CA would be giving him call when there are updates on the vehicle. Customer stated he took it upon himself to contact the dealership for an update and was notified that the vehicle should be repaired by tomorrow. Customer also stated he wants to know how the vehicle will return to the customer. Customer states he would rather not have to drive the 130 miles to the dealership the vehicle is at due to having to go on another road trip on 8/2/14. Writer stated we can possibly look into having the vehicle towed to a dealership in his area or reimbursing the customer back for any towing charges accumulated.
Customer thanked writer and stated that he is available to call after 8:00 am est.
Writer dialed SA Tim and left message informing him of lines 70-72 and to contact writer back so we are able to further discuss customer s request.
Writer dialed customer and informed him that we have left message with the dealership to further discuss this and will contact customer back once information needed is obtained.
Writer dialed SA Tim who stated they do not have a tow service so that is not something they are able to do, and repairs will be completed today and will notify customer when completed.
Writer dialed customer [redacted] 9 and informed him of lines 83-85 and stated if he does have vehicle towed we will reimburse him for that.
Writer also stated we will follow back up with him first of next week.
Caller Mrs [redacted] requesting to speak with Case Manager.
Case manager not available, nic RW660
took the call 66388
Secondary phone: Customer declined to provide
Customer states that before having the vehicle towed he would like to have an email sent to [redacted] to confirm his CA will cover his

towing.
Status update provided via email to the following email address:
rkt5p@virginia.edu
Mr. Talsania,
Per your conversation with your Customer Advocate, Melba, after having your Jeep towed home to you we would like you to send in your documentation for the tow so that we may reimburse the cost of the tow.
Sincerely,
Raquel
End of Status Update
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer dialed SA Tim left message inquiring if customer has had vehicle picked up and towed.
Writer dialed SA Tim who stated Tow Company picked vehicle up 8/3/14.
Writer dialed customer [redacted] left message to contact writer back so we are able to send link.
Customer was transferred to writer; Customer requested to speak with MG1246. Cm was not available, Writer transferred customer to Ree.
Call from customer returning message from CA.
Writer advised of documents needed for possible reimbursement.
Advised how to use link and that email with link would be sent.
Customer states he is not ready to close case and he is taking vehicle back to dealer for a different repeat concern. Adaptive cruise control s hydraulic control unit.
Customer would like call from CA on 8/6/14.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-05 @ 17:36
Customer calls to speak with their Case Manager.
Transferred the customer to AM1676 at ext 66238,because the primary CM was not available.
Customer declined to provide a second phone number.
Customer was transferred to CA; Customer stated that he has left several messages about his new concern which is that he has a clicking noise under the steering column. Customer stated that he doesn t know when he will be able to take the vehicle back in to get a diagnosis and wants to know what options he has. Customer stated that he was thinking about getting rid of it. CA stated that the customer can look into his blue and white book, attorney general or go to BBB.org to get his state law information. CA stated that the customer can proceed with reimbursement and have the case closed and reopen when the customer brings the vehicle back in for diagnosis when it is more convenient also. Customer requested a call back from CM MG1246 08/07/14.
Writer dialed customer who stated he does have a new concerns but does not have the time or the want to continue taking vehicle back and forth to the dealership and inquired what his options are at this point, writer inquired if customer has contacted purchasing dealership KUNZ CHRYSLER and inform them the concerns he has been having with his vehicle and customer stated he has not, writer informed him to also refer to his blue and white book and also contact states attorney general s office for the laws in their state. Customer stated he will do that and writer stated to contact writer back on what he has decided to do at this point. Customer also stated he will be sending in documents for reimbursement for towing.
Writer dialed customer and informed him we have not received his documents, customer stated he is waiting for his for bank statement, writer stated to contact us when it does arrive so we are able to send out another link.
Writer dialed customer and left message informing customer we will be sending another link to attach documents and if another one is needed to contact writer back.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-20 @ 10:42
Writer dialed customer left message we have not received documents and we will be following back up 8/27/14 to see if another one is needed.

Writer dialed customer left message stating we have not received documents and to contact writer back.
Status update provided via email to the following email address:
[redacted]
Hello,
We still have not received your documents for the tow; please send those in so we are able to move forward in this matter. I will send you another link and do not click onto it until you are ready to scan your documents and it is only good for 7 days. If another one is needed let me know.
Have a great day,
Melba
Jeep Enhanced Customer Satisfaction
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-09-03 @ 10:09
***** Customer Document Received *****
Begin Customer Message reviewed:
Melba,
Thanks for following up. I was out on vacation the past week and half. I will be uploading the documents in the next few minutes, please confirm receipt on your end.
Thanks,
Rikin
End of Reviewed Customer message
What has the customer requested? Reimbursement for Towing
If this is a Recall or Extended Warranty, enter the campaign number. N/A
If this is for a previously made goodwill decision, what is that CAIR #? N/A
Enter the Mileage at the time of the repair. N/A
Enter the Date when the repairs were completed. N/A
What is the total cost of the Parts to be reimbursed? N/A
What is the total cost of the Labor to be reimbursed? N/A
What is the total tax to be reimbursed? N/A
What is the total amount being reimbursed? $450.00
Customer Document Reviewed.
Writer dialed customer and confirmed address on file to be correct, writer also inquired if there is anything else we are able to assist customer with at this time and customer stated there is not. Writer informed customer he will receive check 7-10 days and case will close and if any other issues do arise to contact us back.
reviewed and approved.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCTX | EC1[redacted] | ***Open Date*** | 07/28/2014 | ***Built Date*** | 02/07/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 03/23/2013 | ***Mileage*** | 29,000 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 42819 | 5 CORNERS DODGE CHRYSLER JEEP | | | |
| ***Dealer Address*** | 1292 WASHINGTON AVENUE | | HIGHWAY 60 | | |
| ***Dealer City*** | CEDARBURG | ***Dealer State*** | WI | ***Dealer Zip*** | 53012 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | GRAFTON WI 5[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | Adaptive cruise control, waiting for part |
| Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default | Seat belt and air bag alarm always going off. |
| Dealer - By-Pass - Default - Default - Default | |

Status update provided via email to the following email address:
[redacted]m
In regards to our phone conversation, your case number is: 2[redacted]
Any further questions or concerns, please contact our Jeep customer assistance center at 1-877-426-5337.
Thank you
Eileen
End of Status Update
Briefly summarize why the customer is contacting Chrysler. Customer is calling as the vehicle has been in four times for electrical concern with the seat belt and air bag alarm. Customer had the vehicle in today and they told her they have to order a part. They told her it will be about 2 weeks for the parts to come in. The dealership could not get any further information to provide an exact date. Front sensor for the adaptive cruise control and crash sensor, the parts were ordered for this repair about 3 weeks ago.
Briefly summarize what the customer is expecting. Customer is calling to log a complaint and seeking assistance on what to do for getting her vehicle fixed.
Informed customer we will need to speak with the dealership for further information to see what is the next step we need to take. Advised customer we will contact the dealership regarding the back order part and concerns with her vehicle. Customer asked if we could email her the case number. Informed I will email her the case number and contact number should she have further questions or concerns.
Reason for Dealer Contact: Diagnosis and back order part information on the electrical concerns to send to 96W or 88F for further handling.

Dealer Code: 42819
Dealer Personnel Required: SM
Customer s Preferred Method of Contact: Phone
Customer Phone Number (Morning) [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address [redacted]
Reason for assigning to Resolution Team: Dealer closed
Assigned to 86T
Writer called 5 CORNERS DODGE CHRYSLER JEEP @ 262-375-3900 and asked to speak to the parts department and spoke to Randy PA who said part # 68222877AA & order # 728#1, writer advised Randy that the customers file will be sent to parts expediting to see if we can get the part sooner, Randy understood.
Status update provided via email to the following email address:
[redacted]
Hi my name is Melody. I have escalated your parts to parts expediting. Your case is being assigned to a Case Manager for further handling, and you will be contacted within 4-5 business day. Thanks .Melody
End of Status Update
Writer contacted (5 CORNERS DODGE CHRYSLER JEEP - 42819) and spoke with (Randy PA).
(Randy PA) stated part information for order is as follows:
Part #: 68222877AA
Part Description: MODULE
Order #: 728#1
ETA: n/a
Is customer in rental? no
If yes, who authorized rental?
Is the vehicle off road? no
Order type: Special Handling
Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.
If an update is received sooner, customer will be contacted sooner.
Assigned case to 96W.
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PART NUMBER: 68222877AA
ORDER NUMBER: 728#1
UPS TRACKING #[redacted]
Delivered On:Thursday, 07/31/2014 at 10:42 A.M.
ASSIGN TO: RW612
**********END OF TRIAGE**********
**********96W PARTS UPDATE **********
CM called dealer at 262-375-3900 and spoke with PA-Randy. CM inquired if part was received? PA stated yes and was thanked for assisting Jeep.
**********END OF UPDATE **********
**********96W PARTS UPDATE **********
CM called customer at [redacted] and received voicemail. CM left message advising the part is at the dealer and customer can contact dealer to schedule an appointment for the repair. Customer was thanked for choosing Jeep.
**********END OF UPDATE **********

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFDJ8 | EC2[redacted] | **Open Date** | 07/29/2014 | **Built Date** | 05/19/2013 | |
| **Model Year** | 2014 | **Body** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 03/22/2014 | **Mileage** | 3,200 | **Dealer Zone** | 63 | DALLAS | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PRM | REDLINE 2 COAT PEARL | | | | | |
| **Engine** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 60590 | AUTONATION CHRYSLER DODGE JEEP | | | |
| **Dealer Address** | 21027 NORTH FWY # IH-45 | | | | |
| **Dealer City** | SPRING | **Dealer State** | TX | **Dealer Zip** | 77388 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | LETTER |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | HOUSTON TX[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | owner states collision sensor and blind sport warning |
| Corporate - Lemon Law - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |

POSTMARK DATE: 071814; DATE RECEIVED: 072914
Owner submits a certifie3d letter to Chrysler received on 7-29-2014. It states the problems include the blind sport alert warning system and collision sensor not working properly. Writer notes there is an open legal cair and will forward this to the bc and send an acknowledgement letter to the owner.
POSTMARK DATE: 072914; DATE RECEIVED: 072914
AM reviewed the CAIR history. It appears that this is primarily a dealer management issue as it relates to fender damage and the dealerships inability to resolve it to the customer s satisfaction. No defect with the vehicle has been verified or mentioned in the CAIR history. Am supports the reimbursement of one car payment to the owner as a goodwill offer due to the unfortunate way this was handled, but AM does not support offering a replacement vehicle as there has not been a history of repairs due to a defect in the operation of the vehicle. sab20,AM. _
POSTMARK DATE: 091214; DATE RECEIVED: 091814
**********

09.18.14 SEE 85U 25298816
LEMON LAW GROUP 888-415-0610
Atty: Adam Hamilton
TX STATE LEMON LAW / Magnusson-Moss Act
Per OGC Matrix, reassigned to 82T. MG17
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
9/18/14 FORWARD TO WARRANTY LITIGTION. PAG

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECT9 | EC[redacted] | ***Open Date*** | 08/06/2014 | ***Built Date*** | 10/27/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 01/18/2014 | ***Mileage*** | 7,000 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 56904 | SOUTH DADE DODGE | | | |
| ***Dealer Address*** | 16501 SOUTH DIXIE HIGHWAY | | | | |
| ***Dealer City*** | MIAMI | ***Dealer State*** | FL | ***Dealer Zip*** | 33157 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | MIAMI FL [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | states adaptive cruise control stopped working |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Adaptive Cruise Control
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I recently purchased a 2014 Jeep Grand Cherokee Overland. Almost immediately after purchase the adaptive cruise control stopped working. I brought the car to get serviced at Dadeland Jeep (I purchased the vehicle at Arrigo Jeep) and was told that a new sensor needed to be ordered and would be in within 10 days. 10 days later, I contacted Jeep and was told that the new sensor could take MONTHS to arrive. This is unacceptable for service to a BRAND NEW VEHICLE. Please assist me. Thank you.
*****END OF CUSTOMER EMAIL*****

[redacted],
Thank you for contacting the Jeep Customer Assistance Center.
Please accept our sincere apologies for the delayed response to your email.
Because of 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 problem you have encountered and can certainly understand your frustration. We have documented your concern.
The handling of your case will require a call to the Dealer. The Dealer is currently closed. What we are going to do is assign your case to an Agent that will contact the Dealer on your behalf within the next business day. We will be contacting you within one business day, after the Dealer has been contacted to provide you an update. This will ensure that your issue/concern/question is reviewed as quickly as possible.
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,
Crystal
Customer Service Representative
Jeep Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****
Reason for Dealer Contact: obtain part information and eta
Dealer Code: 56904
Dealer Personnel Required: parts/service
Customer s Preferred Method of Contact:
[redacted]
Reason for assigning to Resolution Team: dealer closed
DEALER CONTACT*****
Agent contacted (56904) DADELAND DODGE and spoke with the part department.
PM Allen stated that there was 2 parts ordered for the customer and they both have already arrived for the repair. Agent provided the part information and date they were delivered below:
Part Description: ACC sensor and the plastic vesel that goes around the senor came in on 08/05/2014
Dear [redacted]
We have contacted the dealership and spoke with Parts Manager Allen. We have been advised that there were 2 parts on order for you. We have been advised that both parts have arrived at the dealership on 08/05/14. At this time we ask that you contact your dealership to make an appointment to have the repairs completed.
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,
Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBG2 EC[redacted] | **Open Date** | 08/06/2014 | **Built Date** | 08/10/2013 | | |
| **Model Year** | 2014 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 11/12/2013 | **Mileage** | 1,000 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 23170 | BROWN'S JEEP CHRYSLER DODGE | | | |
| **Dealer Address** | 483 ROUTE 112 | | | | |
| **Dealer City** | PATCHOGUE | **Dealer State** | NY | **Dealer Zip** | 11772 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | LETTER |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | ROCKY POINT NY[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Defective - Default | Adaptive Cruise Control |
| Product - Electrical - Unknown - Defective - Default | Forward Collision Avoidance |
| Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default | dealer will not accept vehicle for service |
| Dealer - By-Pass - Default - Default - Default | |

Briefly summarize why the Customer is contacting Chrysler: Customer advising he was having an issue with the collision avoidance system on his new vehicle. Customer wanted to take his vehicle to BROWN S JEEP CHRYSLER DODGE as it is close to his work and they have extended hours until 11 PM. Customer is a physician. Dealer has refused to take vehicle in for service. Agent called BROWN S JEEP CHRYSLER DODGE 631-289-8500 and spoke to SA Brittany who advised they are only servicing vehicles that were sold by their own dealership. Agent advised that cannot be right as that cuts out any visitor that may have issue with vehicle. SA Brittaney advising that if vehicle was purchased on the island (Long Island) then customer has to take back to selling dealer. Agent gathered contact number for Customer and advised issue will be escalated.
Briefly summarize what the customer is expecting: Customer requires assistance to get service from dealer.
Customer contact cel[redacted]0.
Customer is calling in to see if there has been any updates since previous Agent has told him that she was sending this up.
Agent has advised that there is no additional information as of yet.
Agent supplied the customer with the Cair# also.
**** Dealer Notification Sent ****
dcp15 review: Advise customer that a formal complaint has been submitted on his behalf. In the meantime, refer the customer to another CDJR dealership for diagnosis and repair. dcp15
TL JK671 has sent another email to DCP15 in regards to issue, waitng for outcome.
Customer wants to break the lease because dealership will not look at the

vehicle at Brown s dealership. Customer stated that the collision avoidance system keeps breaking. Customer stated that he is a physician and wants to take it to Browns dealership as this is closest and is open until 11:00 pm.
Customer purchased the vehicle from Smith Haven 44812Ù however has purchased vehicles in the past from Brown s dealership. Customer stated that he can drop the vehicle off at 7:30 am and he is a physician and works until 8:30 and Browns is more convenient for him to bring the vehicle to. Customer does not know why he has to be penalized for this as this is the second dealership in New York that is refusing to work on the vehicle because he did not purchase the vehicle there.
Customer stated that this is not right that he should be able to bring his vehicle to any Chrysler dealership to have repairs done. Customer stated what if he was transient and he broke down would the dealership there refuse him also?
Agent advised customer of lines 21-23 however customer is not willing to deal with another dealership.
Agent contacted the dealership and spoke to the Service Advisor Peter who stated that because they have such an overload of repairs that they are 3 weeks back logged and not taking new customer s on. Peter stated they will only work on vehicles that were purchased at their dealership only. Peter refused to work on this customer s vehicle.
Agent advised customer that they are still refusing to repair his vehicle and that this has been sent up to our Business center as well as the General Manager. Customer stated he wants this resolved so he can bring his vehicle there and not be denied.
TL JK671 advised there is nothing more that we can do with the Customers situation at this time. TL advised to offer the Customer a complimentary Service contract that will include 4 oil changes for a period of two years. Agent will contact with the Customer tomorrow AM.
DEALER CONTACT: Writer contacted SMITH HAVEN CDJR 44812 , 631 863 2000 to find out what the dealership had done to address the Customers issue as Customer had stated Smith Haven had repaired but repair was inadequate and collision avoidance system is broken again. Agent spoke to SA Bob at Service who advised that there is no open or closed repair order on the vehicle.
AC ID 24087 SM Rich Sullivan richsully@yahoo.com 631 289 8500.
DEALER CONTACT: Writer called BROWN S JEEP CHRYSLER DODGE for SM Rich. 631-289 8500. Agent spoke directly with SM. SM advised after looking at system that database does not show Customer ever purchased a vehicle at BROWNS . After advising of Customers flexibility in being able to drop off vehicle at 7:30 AM, and advising that a formal complaint has been lodged to GM/AM. SM Rich still has to refuse as the service is booked a month ahead.
CUSTOMER CONTACT: Writer called MR [redacted] Writer reached [redacted] directly. [redacted] does not want the oil changes nor really my apology [redacted] advises that the foreign car comapnies offer impeccable Customer service at the dealerships and Chrysler is lagging far behind and he nor his family members will ever purchase another Chrysler product, as Customers are held hostage over service. [redacted] advised there is no record at SMITH HAVEN as he dropped his car off and they did nothing with it just gave it back to him. Writer is requesting a by pass we do not have a Diagnosis for the actual issue.
POSTMARK DATE: 092914; DATE RECEIVED: 100614
**********
**
10.20.14
Received copy of letter addressed from Attorney to Dealer #44812 General Manager seeking warranty repairs to his client s FCA/ACC system.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Reviewed with JSS15; NAN.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG9 | EC[redacted] | **Open Date** | 08/07/2014 | **Built Date** | 08/13/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/23/2013 | **Mileage** | 8,504 | **Dealer Zone** | 66 | ORLANDO | |
| **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** | 66999 | ED VOYLES CHRYSLER JEEP, INC | | | |
| **Dealer Address** | 789 COBB PARKWAY SOUTH | | | | |
| **Dealer City** | MARIETTA | **Dealer State** | GA | **Dealer Zip** | 30060 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | CERTIFIED LETTER |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | POWDER SPRINGS GA[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Lemon Law - Default - Default - Default | GA final repair opportunity notice |
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | forward collision warning inoperative |
| Dealer - By-Pass - Default - Default - Default | |

POSTMARK DATE: 080114; DATE RECEIVED: 080714
COIN is not functioning properly.
Phone numbers provided by customer:
Home - [redacted]
[redacted]
* Customer sent in Final Repair Opportunity notice for inoperative forward collision warning system. _
* Writer forwarding to Business Center for review and handling.
**********ORLANDO BUSINESS CENTER RECEIVED MVDN 8-7-14**********
SEE ABOVE CONCERNS.
8/8/14RP Spoke to TA who will review veh. history with SM.
8/12/14RP RA scheduled on 8/14 at Ed Voyles-66999. Spoke to Mrs. o/ who confirmed veh. drop off on 8/14. Sent appt. ltr. to o/ and SM/TA/AM.
Concern: forward collision warning system inoperative. *Contacted dealer and authorized a rental, should one be necessary, for the duration of the repair. Also, instructed dealer to include the following explanation in the claim narrative as justification: 'Lemon law rental approved in cair #25437949.' TA-after your inspection please update cair then reassign to vaj3.
Vehicle is at the dealership - ED VOYLES CHRYSLER JEEP DODGE (66999)
Update triggered by S21268M
Inspected vehicle 8/14 when the customer s concern was the Forward Collision Warning (FCW) system does not work properly. Spoke with Ms. and she stated the system does not warn in situations when she and her husband think it should warn. I checked the vehicle for FCW diagnostic codes and there were none present. Also there were no flashes (software updates) available for this vehicle. Test drove vehicle extensively and vehicle operated as designed. The customer was provided a copy of a Star Online Solution # S1308000274 which details the operation of the system.

And the customer was advised to consult the owner s manual for details of how the system works. The literature give to the customer and the owner s manual advise the customer NOT to try to test the system. No repairs made. Vehicle returned to the customer. JEJ3 TA
CLOSING CAIR...VAJ3

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJG3 | EC2[redacted] | **Open Date** | 08/13/2014 | **Built Date** | 08/30/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/20/2014 | **Mileage** | 4,300 | **Dealer Zone** | 42 | DETROIT | |
| **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** | 52699 | SLIMAN'S SALES & SERVICE INC | | | |
| **Dealer Address** | 7498 LEAVITT ROAD | | | | |
| **Dealer City** | AMHERST | **Dealer State** | OH | **Dealer Zip** | 44001 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | AMHERST OH [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Defective - Default | adaptive cruise control is not working properly |
| Product - Body / Trim / Paint Finish - Body Hardware - Other - Trunk/Deck Lid/Hatch | bodt molding peeling off |
| Corporate - Survey By-Pass - Default - Default - Default | transmission slipping, seeking buyback or replacement |
| Product - Transmission / Transaxle - Unknown - Slips - Default | transmission slipping, seeking buyback or replacement |

Briefly summarize why the customer is contacting Chrysler: Customer called stating she recently bought a 2014 Grand Cherokee. She states she has nothing but problems with it. She states she is at the point where she actually hates the vehicle. She states she is thinking of getting rid of it. She states it has been to the dealership at least 4 times. She states she has had problems with the interior,exteriotr,engine and electrical. She states the body molding is peeling off on the outside,the transmission slips, the adaptive cruise control does not work right, if driving at certain speeds the speaker makes a really loud noise. She states she is going to take it back to the dealership on Tuesday but wants to know what else she can do. Agent advised we will send this to a case management department for further assistance. Customer thanked the Agent and ended the call.
Briefly summarize what the customer is expecting: To get rid of the vehicle
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 72[redacted]
Customer email address for case updates: a[redacted]
Who has possession of the vehicle? Owner
Is this a request for Lemon Law, buy-back or replacement? buyback or 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.
*** Kelsey with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Kelsey directly at 214-583-2169. Thank you. *** I called Beaver County Dodge Chrysler Jeep and I spoke with SA Ron and I updated the RO history.*** I called Sliman s Sales & Service Inc and I spoke with SA Richard and I updated the RO history, then I spoke with Warranty administrator Diane and she stated that she would be submitting the photos to DI today, and that she would get back to me once she has an update.****I called the customer and I confirmed that there are more issues with vehicle, such as the vehicle vibrating and that it seems like the vibration noise is coming from the speaker when going 70 MPH, and the back driver side wheel well are coming off. The customer then stated that she was going to get out of the vehicle, as this experience was horrible for her, and she stated that she would never ever buy another Chrysler product, she is upset that the recall p14 and she had to wait for the vehicle to be repaired. Customer then stated that she does have an appointment at Sliman s on Tuesday. Will follow up on Tuesday.
Diane called and LVM.*** I called Sliman s and I LVM. Will follow up on Tuesday.
Case [redacted] - I2R Authorizes a rental for this vehicle up to $35 a day from 8/19/14 - 8/22/14 for body issues and a vibration noise while it is at Sliman s Sales & Service Inc.*** Diane called and LVM. **** I called Sliman s and I spoke with WA Diane and I confirmed what DI stated and I will follow up on Tuesday when the appointment is scheduled and I authorized a rental.
I called Sliman s and I SA Brian and I confirmed that the vehicle is in , and I requested a STAR case be opened.***Case [redacted] - I2R Authorizes a rental for this vehicle up to $35 a day from 8/19/14 - 8/25/14 for body issues and a vibration noise while it is at Sliman s Sales & Service Inc.
*** Will follow up on Thursday.
I called Sliman s and I spoke with SA Brian and we have done DI and the cruise control unit is installed, and we should have the vehicle done by tomorrow.*** I called the customer and I updated her, and she reiterated that she would not keep the vehicle.*** Will follow up on Monday.
I called Sliman s and I spoke with SA Brian and I updated the RO history as the vehicle is at a different body shop for the rear flares, but should be done tomorrow.*** I called the customer and I updated her and she stated that she wants out of the vehicle, and I let her know that a replacement is not possible, customer then stated that trade assistance would not work as if she comes out of pocket at all it would be to another company. I offered to look at a MVPP or a months payment and customer stated that she would prefer a months payment. Will follow up on Wednesday.
I called Sliman s and I spoke with SA Brian and I updated the RO history as the vehicle is still having issues and they are now waiting on DI.***
Case # [redacted] - I2R Authorizes a rental for this vehicle up to $35 a day from 8/26/14 - 8/29/14 for body issues and a vibration noise while it is at Sliman s Sales & Service Inc. ****I called the customer and I updated her, will follow up on Friday.
I called Sliman s Sales & Service Inc and I spoke with WA Diane and we are waiting on DM TAS13 to put in notes to the DI.*** I called the customer and I LVM updating her, will follow up on Wednesday.
DM entered notes into GWA approving dealer to replace moldings and not simply remove, clean and reattach.
I called Sliman s Sales & Service Inc and I spoke with WA Diane and we have the parts and they will be installed on Friday (ETA).*** I called the customer at [redacted] and I LVM updating her. Will follow up on Friday.***Case [redacted] I2R Authorizes a rental for this vehicle up to $35 a day from 8/30/14 - 9/5/14 for body issues and a vibration noise while it is at Sliman s Sales & Service Inc.
I called Slimans and I spoke with WA Diane and they are getting the

vehicle back from the body shop today.*** I called the customer and I updated her, will follow up on Tuesday.
I called Slimans and I spoke with WA Diane and the vehicle is back in the body shop for a workmanship issue. The vehicle should be back to the customer tomorrow.*** Case [redacted] - I2R Authorizes a rental for this vehicle up to $35 a day from 9/6/14 - 9/9/14 for body issues and a vibration noise while it is at Sliman s Sales & Service Inc. **** I called the customer at [redacted]1 and I updated her, will follow up on Thursday.
I called the customer at [redacted] and I LVM, will follow up on Monday.
I called the customer at [redacted] and I LVM, will follow up on Wednesday.
I called the customer at ([redacted] and I LVM stating that if I do not hear back from her by Friday that I will close her case.
I did not hear back from the customer.
Diana WA from Sliman called and LVM, reuesting information on processing the rental. *** I called her back and I updated her.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM7 | EC[redacted] | ***Open Date*** | 08/21/2014 | ***Built Date*** | 06/25/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/26/2014 | ***Mileage*** | 920 | ***Dealer Zone*** | | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | ANTIOCH CA 9[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Product Suggestions - Electrical - Default - Default | Adaptive Cruise Control |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Accident Avoidance/Adaptive Cruise Control Abrupt Operation
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Are there any software updates or plans for updates to address the adaptive cruise control s abrupt braking and acceleration under certain situations? The cruise will run up on slower moving vehicles, then abruptly apply the brakes in an emergency manner. Is there anything that can be done to ease up on speed sooner to make the adaptive cruise control operate more as how an alert driver would, as opposed to how an inattentive driver operates a vehicle with abrupt maneuvers? When a slower moving vehicle subsequently moves out of the way, the vehicle accelerates at full throttle back up to the set cruise speed instead of at a smooth pace. The operation of the adaptive cruise control is very annoying in certain traffic situations, and may be deemed dangerous, because drivers following behind me may not be able to react as quickly when the the brakes are applied so abruptly.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Please accept our sincere apologies for the delayed response to your email.
Because of the public s current interest in Chrysler Group and our products, we are unable to respond as promptly as we would like.
We appreciate the time and effort you took to tell us of your product suggestion. We have documented your comments and will provide them to our product development team for review.
At this time, there are no updates available for your vehicle.
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,
Victoria
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJG8 | EC[redacted] | **Open Date** | 08/18/2014 | **Built Date** | 08/16/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 12/31/2013 | **Mileage** | 15,000 | **Dealer Zone** | 70 | | |
| **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** | 24165 | TOWN & COUNTRY CHRY-JEEP INC | | | |
| **Dealer Address** | 13733 AURORA AVENUE NORTH | | | | |
| **Dealer City** | SEATTLE | **Dealer State** | WA | **Dealer Zip** | 98133 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | DUBLIN OH [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - Default - Default - Default | Customer is and has been having many issues with the vehicle. |
| Dealer - By-Pass - Default - Default - Default | |

Customer contacted Chrysler stating she has had many issues with her vehicle and she has only had the vehicle since January 2014.
The issues have been:
Paint bubbling rear passenger doors resolved
Gas leaking from the filler neck resolved
Fuel injection plug resolved
Air suspension module repeat issue, DLR thinks this is causing the break issue but don t know why
Check engine light comes on and the vehicles rides rough repeat issue
Vehicle brakes even when nothing in front of her repeat issue
Weather stripping on the passenger front and rear keep having to be replaced repeat issue
Bluetooth not pairing and agent explained about this
MPG is very far out repeat issue
Customer is taking the vehicle back to the DLR tomorrow and the DLR said they will have it for about 2 weeks and are supplying her with a rental. Customer is extremely pleased with her DLR and can t say enough good things about them. Customer also stated that she keeps buying Jeeps as they have the best customer service.
Customer did say about lemon law and agent referred her to the blue and white book. Customer said she really doesn t want to do this as she really enjoys the Jeep brand. Customer said she is interested in a buyback or replacement
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? (Owner/Dealer/IRF) DLR
Is this a request for Lemon Law, buy-back or replacement? Buy-Back or Replaced
Reassigned to 91L
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
Contacted dealer (24165), SA Brandy was unavailable.
-Contacted the customer, she confirmed current concerns. Appointment scheduled for 8/25 and loaner is going to be provided. Customer stated she is paying $875 a month for her vehicle and so surprised that she is having this many concerns. Customer stated she is hesitant to keep the vehicle if he is constantly having to go to the dealership for service. I acknowledged customer concern with vehicle and apologized for everything she has experienced. I informed the customer that is not something that we want for our customer, and we are here to assist her with repair of the vehicle. I informed the customer at the time when the vehicle is brought in for service, I am going to request additional technical support to contact dealer to assist with diagnosis and repair. Customer understood. I advised customer if we are unable to do so, I would be glad to review her case for any other possible options. Provided customer with contact information and informed her that I would follow up with her on Monday 8/25. Customer thanked me for the call.
Contacted dealership (24165), LVM for SA Brandy requesting a callback.
-Contacted the customer, she confirmed her vehicle is currently in for service and she is in a loaner. Customer stated she has spoken with SA Brandy and they are confident that they can repair it. I advised the customer, I did reach out to the dealership and a VM for left for SA Brany. Customer was very excited about not having the issue reoccur. I advised the customer after the repair, we can speak about some form of compensation.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-08-26 @ 16:13
Reassigned CAIR to 96W for Parts Expediting:
**Parts to be Expedited**
1. Part Number: 68259548AA
2. Order Number: 0826C1
3. CAIR#: [redacted]
4. Special Handling # or VOR# if applicable: 0826C1
5. Is the vehicle currently off road? Yes
5a. If so, since what date? 8/25/2014
7. Is Customer currently in rental? Yes
8. Has any goodwill been offered? No
9. Provide any details with regard to the case that are relevant: Please expedite Adaptive Speed Control Module Driver Assistance System
** SG998 to follow-up with Dealer and customer on 8/28 regarding Parts status
**********96W PARTS UPDATE **********
Writer called dealer at 206-365-3530 and spoke with PA Curtis. Writer requested that the part # 68259548AA be reordered under special handling. PA agreed and was thanked for assisting Chrysler.
**********END OF UPDATE **********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68259548AA,Order#0827Z9,OMC#89928155
on 2014-08-28 @ 09:42
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON: 08/28/14
PART NUMBER: 68259548AA
PART DESCRIPTION: SENSOR
ORDER NUMBER: 0827Z9
NUMBER OF DEALERS WITH PART: 3
CUSTOMER IN RENTAL (Y OR N): Y

ASSIGN TO: FO507 CAIR HAS AN 91 CM
**********END OF TRIAGE**********
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Contacted the dealer (24165), LVM for SA Brandy requesting a callback.
Contacted the customer, LVM requesting a callback.
****** START OF SUPPORT ESCALATION by T3959JB******
**** Update from Expediting Team for ****
Part#68259548AA,Order# [redacted] ,OMC#89975082
68259548AA-order has been upgraded to a VOR.. We currently have stock in transit from Europe.. Best eta to Mopar is mid September,,2014.. Promise to dealer end of September,2014 per analyst..
****** END OF SUPPORT ESCALATION ****** by T3959JB
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Received a call from the customer wanting an update on her case. I advised the customer that I have not spoken with Brandy as of today. I advised the customer that last note that was put on her case by TAPS was that the FCW needed to be aligned. Customer stated she spoke ith Brandy and was told they were unsuccessful at aligning the FCW. I advised the customer the part that was ordered may take another 1-2 Weeks to reach the US and then another week to reach the dealership. Customer stated that is ridiculous because she is still making payment and insurance payment and she is with her vehicle. I advised the customer at this time, we are moving forward with the repair process and I ll more information for her at a later date. Customer understood. I advised the customer at the end of the repair, we can look into some form of compensation. Customer understood.
Contacted the dealer (24165), spoke with SA Brandy. SA Brandy stated she received a message from the technical specialist requesting information regarding the alignment. SA Brandy stated she contacted him and left a message informing him that the alignment did not work. I advised Brandy the part is held up in Germany. I advised her that I would follow up in a few days.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68259548AA,Order# [redacted] ,OMC#89975082
A request to production has been issued to procure part to repair vehicle. ETA for dealer to receive part shipped from production is on or before 9/12/14 by 3pm.
****** END OF SUPPORT ESCALATION ****** by T3755BF
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68259548AA,Order# [redacted] OMC#89975082
Order has shipped from production facility. ETA to receive order is 9/12/14 by 3 pm.
****** END OF SUPPORT ESCALATION ****** by T3755BF
Contacted the customer, LVM informing her part is due to arrive 9/12. Advised customer TAPS is still working with dealer. Advised customer that I am going to follow up with dealer tomorrow regarding part and her on 9/15.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
*********96W PARTS UPDATE**********
Writer dialed dealer, spoke to PA Jeremy. PA verified that part came in and was installed. PA states that part did not correct the issue. Returning case for next steps.
**********END OF UPDATE**********
OMC# 89975082Order# [redacted] FOR PN: 68259548AA IS RESOLVED
****** START OF SUPPORT ESCALATION by T3755BF******

**** Update from Expediting Team for ****
Part#68259548AA,Order#$0827Z,OMC#89975082
Order has shipped from production facility. Order delivered to dealer on 9/11/14 at 1:30pm.
****** END OF SUPPORT ESCALATION ****** by T3755BF
Contacted the dealer (60388), LVM for SA Brandy requesting a return call.
OMC# 89975082Order# $[redacted]FOR PN: 68259548AA IS RESOLVED
Contacted the dealer (24165), LVM for SA Brandy requesting a return call.
Contacted the customer, LVM requesting a return call.
Received a call from SA Brandy stating the part was put on yesterday. Vehicle was test drove over night, no issues occurred. Customer is going to be contacted.
CAIR ESCALATION CLOSURE
SEE STAR CASE# 61628000 FOR INFORMATION
Contacted the customer in regards to vehicle performance. Customer stated everything seems to be fine. She does still have a slight issue with the Bluetooth so she is going to be taking the vehicle back. Customer also stated she has not used the adaptive speed control so she is not sure how that is performing. Customer is going to take a few additional days to confirm issue is repaired. Will follow up with customer on 10/25.
Contacted the customer to confirm vehicle performance. Customer stated she is not sure if the adaptive cruise control is working. Customer stated when a vehicle merges in front of her the vehicle does not stop or slow down. Customer is not sure if she has unrealistic expectation of what the adaptive cruise control is suppose to do but she has contacted Brandy at Auto Nation and she is looking into it for her. Customer stated she is currently out of town and can not take the vehicle back for service until after Tuesday. I advised the customer to contact me once appointment has been scheduled.
Contacted the dealer (24165), no appointment has been scheduled as of yet.
Status update provided via email to the following email address:
[redacted],
This email is in regards to your current vehicle concerns. Please contact me once an appointment has been scheduled for service for further assistance.
Thank you
Donna (CM at Chrylser Resolutions)
Toll Free: 888-542-7239 x 2113
Direct P: 214-583-2113
End of Status Update
Received a call from the customer stating she was told by Brandy at autonation to reference her manual in regards to the adaptive cruise control. Customer stated when she is using the cruise control, if a vehicle merges in front of her, the vehicle does not slow down. Customer stated she is not sure if it is suppose to slow down or not. I advised the customer that I would research that function and give her a callback.
Checked owners manual in regards to ACC. Advised customer if the vehicle detects another vehicle in front of her, it is to apply limited braking or acceleration automatically. I advised the customer in no form is the vehicle going to take the place of her driving or braking to prevent collision. I also informed the customer that the ACC system does not react to pedestrians, oncoming vehicles and stationary objects such as stopped vehicles in traffic jams or disabled vehicle. Customer understood. I then offered the customer compensation for the total amount of days she was without the vehicle. I offered the customer 1 payment reimbursement of about $876.00 and 2 years owners care. Customer stated she would have to think about the offer because she still thinks she wants to contact an attorney to have the vehicle bought back. Customer stated her vehicle was down for well over 30 days. I advised the customer that I would further review her case and give her a callback.
Contacted the customer in regards to review. I advised the customer that we are willing to offer her 2 payment reimbursements as well a 2 year owners care package. Customer was appreciative and accepted the offer. Customer is going to fax over documentation needed. Customer thanked me

for the call.
Received a VM from the customer stating she had to take her vehicle back into the dealer. Customer requested a return call.
-Contacted the dealer (24165), spoke with receptionist. She stated customer s vehicle is not in for service.
-Contacted the customer, she stated she has an appointment scheduled for 10/16. Customer stated on the screen it shows I drive, customer stated she is unable to accelerate at all. Customer stated she can stop the vehicle fine and she has to be the vehicle in sports mode in order to accelerate. Customer stated when this happens the engine raves up really hard. I apologized to the customer for what she is experiencing. I advised the customer to stick with her appointment and I am going to follow up with the dealer as well as she on how we are going to proceed. Customer thanked me for the return call.
Contacted the dealer (24165), spoke with receptionist. She confirmed vehicle was in for service but could not provide RO #. Transferred to SA Brandy, LVM requesting a return call with vehicle diagnosis.
Contacted the dealer (24165), LVM for SA Brandy requesting a return call.
Received a VM from Brandy at Auto Nation, she stated they are still diagnosing the vehicle and once they have a diagnosis, she would give me a return call.
Contacted the dealer (24165), LVM for SA Brandy requesting a return call with vehicle status update.
Contacted the customer, LVM advising the customer that I am aware that her vehicle was in for service. I advised the customer that I received a VM from Brandy last week stating they were still diagnosing. I advised the customer to give me a callback in regards to if her vehicle is still in for service.
Contacted the dealer (24165), spoke with SA Brandy. She stated they have not been able to duplicate the customer s concern as of yet. Customer is out of the country for 1 month, vehicle will remain at dealer until she returns. SA Brandy will contact me once issue has been duplicated.
Contacted the dealer (24165), LVM for SA Brandy requesting a return call regarding duplication of the customer s concern.
Contacted the dealer (24165), LVM for SA Brandy requesting a return call.
11/20/2014 12:12:25 PM: User Comment by Oscar Cantu: Contacted the dealer 24165 and spoke with Brandy. Brandy advised me that what the customer was experiencing was provision issues from the transmission, once they reach 70 MPH it starts to down shift on its own. Customer stated she was seeing an 'I' which was actually a 1 for 1st gear. Vehicle is with the dealership, customer is on a loaner and has returned from her out of country trip at this point.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-11-21 @ 17:42
Received a VM from the customer requesting a return call regarding her vehicle status.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# 10[redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
I spoke with SA Melissa who told me that the vehicle is presently being worked on. She told me that when it is finished that the SA (Brandy) who is assigned to this case will contact the customer.
I spoke with the customer and provided an update. She very much apreciated my call!
CAIR ESCALATION UPDATE
SEE STAR CASE# 1[redacted] FOR INFORMATION
Contacted the dealer (24165), spoke with SA Brandy. She stated they have placed a flight recorder on the vehicle and is now currently driving the vehicle to obtain data. SA Brandy stated she got in trouble thanks to me.
I apologized to the SA and advised her TAPS had been requested due to no progress in regards to the diagnosis of the vehicle. The recommended

steps were not completed and therefore was escalated even higher. I advised SA that I would follow up with her regarding the data recorder.
-Contacted the customer in regards to her vehicle concerns. Customer stated she is paying $875.00 a month for a vehicle she cannot drive. Customer wants Chrysler to step up and do something about her vehicle. I advised the customer that I would be glad to start a review on her case for all possible resolutions. I advised the customer that I would follow up with her. Customer was appreciative.
Contacted the customer to advised T7218RD is scheduled to inspect, diagnose and road test her vehicle on 12/5. I advised the customer that I would follow up on Friday in regards to that. Customer understood. Customer was appreciative of the phone call.
Called customer who stated she has been given a flight recorder to monitor the vehicle and store any codes that appear when her vehicle duplicates. Customer stated that vehicle is slipping out of gear and decelerating on the freeway. Customer stated that vehicle only duplicates once or twice a month. Customer reiterated her desire for replacement. Advised customer that, since there was no repair made on the vehicle on this last visit, we cannot justify replacing the vehicle at this time. I suggested that customer continue to test with the recorder and allow the dealership to determine if a repair needs to be made. If a repair is made, advised that her CM can review for all possible resolutions at that time. Customer expressed frustration that vehicle is not presenting codes; sympathized with customer, but advised that either the vehicle is not communicating with the dealership or there is nothing wrong with the vehicle. Customer wanted to know what she would have to do to escalate beyond my department; advised I can request a supervisor call, but supervisor is bound to the same review standards as her CM. Advised customer that arbitration or legal recourse were the next steps. Customer decided to continue with repair process. ***Follow up with customer 12/10/14
Contacted the customer in regards to flight recorder. LVM advising to follow up with me once duplicated.
Contacted the dealer (24165), spoke with SA Brandy. She stated she has left the customer a few messages in regards to the flight recorder and she has not heard back. She thinks the customer may be out of the country for the holiday. I advised SA that I would follow up after the holiday.
Status update provided via email to the following email address:
[redacted]
This email is in regards to your case [redacted]. I would like to speak with you regarding the flight recorder that was placed on your vehicle. Has the issue duplicated itself? If so, please contact me in regards to getting the vehicle back in for service for diagnosis. My contact information will be listed below. Thank you for your continued patience.
Regards,
Donna with the Chrysler Resolutions Team
Toll Free: 888-542-7239 x 2113
Direct P: 214-583-2113
FAX: 866-849-3869
End of Status Update
No contact from customer.
Customer has requested Supervisor callback
Preferred daytime number: [redacted] Brandy SM - 206-418-5027
Preferred evening number: [redacted] 0, Brandy SM - 206-418-5027
Reason for request: CM Not Contacting
Customer in regards to file Concerns - Customer Feels she has done more then enough to have the issue resolved and is not being communicated with.
SM Requests Callback due to CM not responding on Multiple CAIR Concerns
CAIR assigned to:
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day
Contacted the customer in regards to a missed callback. I apologized to the customer and advised that I had not received any VM s from her or Brandy. Customer stated she was out of the country but the data recorder

is full of data. Vehicle is due to go in for service 1/10. I advised the customer I will get the case reopened and contact the dealership regarding the diagnosis. Will follow up 1/12.
EORD HAS BEEN CHANGED TO 2015-04-30
FOR PN: 68259548AA, ORDER# [redacted], FOR OMC# 89975082
EORD HAS BEEN CHANGED TO 2015-05-15
FOR PN: 68259548AA, ORDER# [redacted], FOR OMC# 89975082

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT3 | EC[redacted] | ***Open Date*** | 08/20/2014 | ***Built Date*** | 0 /30/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 09/15/2013 | ***Mileage*** | 17,526 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 44372 | TAYLOR CHRYSLER DODGE INC | | | |
| ***Dealer Address*** | 1497 N STATE ROUTE 50 | | | | |
| ***Dealer City*** | BOURBONNAIS | ***Dealer State*** | IL | ***D aler Zip*** | 60914 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | BOURBONNAIS IL [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Field Backordered Parts Escalation Request - Default - Default - Default | customer states part backordered |

Writer contacted (Dealer name and 44372) and spoke with (SM or Zach).
(SM or SA name) stated part information for order is as follows:
Part #: 68109355ai
Part Description: sensor adaptive cruise control
Order #: 15auga
ETA: no
Is customer in rental? no
If yes, who authorized rental?
Is the vehicle off road? no
Order type: daily
Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.
If an update is received sooner, customer will be contacted sooner.
Assigned case to or 88F for handling.
Briefly summarize why the customer is contacting Chrysler: Customer is requesting help because his part is on backorder. Agent collected information and advised his he would receive a call back within 1 business day. Customer is requesting to find out from the dealership if the vehicle is safe to drive or not. Customer stated the dealership did not know. Agent requested to the customer to call the dealership to find out for him if his vehicle is safe to drive or not. Customer requested to be called back. Customer wants a loaner vehicle if the vehicle is not safe to drive.
Briefly summarize what the customer is expecting: Customer is requesting immediate assistance with his backordered part. Customer wants to know if his vehicle is safe to drive or not. Customer wants a loaner vehicle if the vehicle is not safe to drive.
Customer calling for update. Customer is leary of driving vehicle and wants problem resolved as soon as possible.
-

Agent informed customer case is escalated for parts expediting and a CM will be contacting customer.
-
Customer says best number to contact him [redacted] between 8am to 5pm but anytime is fine. Agent advised customer that dealer would not release vehicle to customer if vehicle was not safe to drive. Agent aplogized to customer for stress and frustration of issues.
* * * * * CASE MANAGER TEAM - District P * * * * * *
In warranty
MVP: Essential Care- 2 years/ 4 oil changes
Household: 1 New.
Status update provided via email to the following email address:
[redacted]t
Hello, my name is Tiara, and I have been assigned as your case manager. This email is confirmation that your case, [redacted]6, was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted] within the one business day as promised. My office hours are 8:30AM 4:00 PM (Mountain Time). My contact information is 800.763.8422 EXT 66088. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Part #: 68109355AI
Order #: 15AUGA
ETA: No current ETA.
Writer contacted the DLR at 815-935-7900. Service Advisor Bruno stated that the Service Advisor who is working on the vehicle is unavailable. SA took down writer s information.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68109355AI,Order[redacted],OMC#27439626
on 2014-08-22 @ 16:01
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON: 08/22/14
PART NUMBER: 68109355AI
PART DESCRIPTION: SENSOR
ORDER NUMBER: 15AUGA
NUMBER OF DEALERS WITH PART: 1
CUSTOMER IN RENTAL (Y OR N): N/A
ASSIGN TO: RW612 CAIR HAS AN 88 CM
**********END OF TRIAGE**********
Writer contacted DLR at 815-935-7900. Service Manager Paul confirmed that the customer has possession of the vehicle and is drivable. SM stated that it was a manufacture problem and the point of failure was the adaptive cruise control. SM stated that they are waiting for parts, when the part is received repairs will take 2 hours to be /completed. SM confirmed that repairs will be completed under warranty. Current mileage on the vehicle is 16,099. Writer will follow up on 8/27/14.
Writer contacted the customer at[redacted] Customer inquired why the part is not in stock. Writer informed the customer that the DLR does not have the part in stock that is why the part has been ordered. Writer informed customer that the part was expedited. Customer s expectations are to make sure his vehicle gets repaired and the part comes in sooner since the customer is going on vacation for Labor Day. If any updated information writer will contact the customer before 8/27/14.
Writer contacted DLR at 815-935-7900. Parts Department stated that the recall brake booster cannot be ordered since it has a restriction. Parts Department stated that the adaptive cruise control cannot be ordered as well since it has a restriction on it. Writer inquired if there is anything the writer can do to get the part shipped. Parts Department advised writer to do further research.
Writer contacted DLR at 815-935-7900. Writer informed Parts Department Keith that the P14 recall for the brake booster restriction was lifted and should be able to order the part. Writer advised Keith to contact Star and see if they can order the part. Keith informed writer that he

has tried to order the brake booster and is still unsuccessful and that he will contact the expediting team. Keith informed writer that he cannot contact Star only the Service Department can. Keith stated that further research will be done. Keith gathered writer s contact information.
Writer contacted DLR at 815-935-7900. Parts Department Keith stated that the adaptive cruise control should be on 8/29/14. Keith stated that when the part is received, they will be giving the customer a call. Writer inquired about the brake booster. Keith stated that the vehicle was not affected by the recall but requested the Area Manager to order the part. Keith informed writer that they are waiting for a response from AM.
Writer contacted at [redacted]. Writer informed customer of line 103. Customer stated that he will be going on vacation on 8/28/14 at night and advised writer to contact the DLR on 8/28/14 to see if the part was received. Writer agreed. Writer informed customer of the incomplete recall. Customer was aware and stated that he was frustrated because they were not able to order the part. Writer informed customer that the Parts Department is working hard to try to get the P14 recall available. Customer understood. Writer will follow up on 8/28/14.
Customer calls seeking recall information. Advised the customer of incomplete recall P14 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Writer contacted DLR at 815-935-7900. Parts Department Keith stated that the part was received on 8/28/14 and left a voicemail with the customer to inform the customer that the parts were received.
Writer contacted at [redacted] Writer informed customer of lines 121-122. Customer stated that he will contact the DLR today and make an appointment. Writer advised a call back if an appointment is made, if not writer will contact customer on 9/3/14.
****** START OF SUPPORT ESCALATION by T8430MH******
**** Update from Expediting Team for ****
Part#68109355AI,Order#15AUGA,OMC#27439626
Canceled new model block order and placed new order for AF level ETA to dealer is 9/5
****** END OF SUPPORT ESCALATION ****** by T8430MH
Writer contacted DLR at 815-935-7900. Parts Department stated that 3 parts were ordered and all were received. Parts Department stated that Chrysler gave DLR new parts numbers. Writer was transferred to Service Department Shawn. Shawn stated that repairs were completed on 9/2/14 and customer has possession of the vehicle. Writer inquired if all repairs were completed. Shawn stated that all repairs were completed.
Writer contacted at [redacted] Writer inquired if customer has possession of the vehicle. Call was disconnected.
Writer attempted to contact at [redacted]6. Writer wanted to verify with the customer that repairs were completed and the customer has possession of the vehicle. Writer wanted to know if customer is satisfied and expectations were met. Writer advised a call back. Writer will attempt to contact customer on 9/5/14.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
Writer contacted customer at [redacted]. Customer stated that they do have possession of the vehicle but has not had a chance to test drive the vehicle to make sure repairs are to their satisfaction. Writer advised customer to drive the vehicle over the weekend and writer will follow up on 9/8/14.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66165. The reason for the customer contact was to provide or request the following information follow up with customer s repairs on their vehicle.
Agent contacted customer at [redacted] and inquired the status of the vehicle. Customer stated that they did not have enough time to test vehicle. Customer states that they had an instance where vehicle did seem as though it was operating correctly. Agent advised that they will follow up with customer in a few days to give customer enough time to test vehicle.
Writer contacted at [redacted]6. Writer inquired if repairs are to the

customer s satisfaction. Customer stated that he has had a problem with the vehicle shifting hard but has not gave the vehicle time. Customer informed writer he has not drove the vehicle a lot. Writer inquired if the case can be closed and if the customer has concerns or question to contact us. Customer agreed. Writer inquired if the customer is completely satisfied. Customer is not satisfied since the part took long to be received. Writer stated if there is anything that can be done to completely satisfy the customer. Customer stated no.
Writer attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40696. The reason for the customer contact was to provide or request the following information: Writer wanted to offer customer MVP plan MAP4N for the inconvience. Writer advised a call back.
Agent attempted to contact customer, dialed 8[redacted] however, customer was not available.
Left message for a return call at extension 40696. The reason for the customer contact was to provide or request the following information: Writer wanted to explain that case manager would like to present an offer at this time and requested for a return call at this time, however there was not an available voice mail to leave a message. MAP4N
Customer contacted writer. Customer inquired what MVP plan was offered. Writer offered MVP plan MAP4N for the inconvenience. Writer educated customer on MVP plan. Customer inquired if he can be sent an email with everything the MVP plan comes with before it is attached. Writer informed customer that we cannot send an email with information but when the MVP plan is attached, the customer will receive an email with the information. Customer understood and agreed to take MVP plan. Writer will contact the customer when MVP plan is added. Customer agreed.
MAP4N Contract created. Contract number is[redacted].
Writer contacted customer at[redacted]. Call was disconnected.
Writer attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40696. The reason for the customer contact was to provide or request the following information: Writer attempted to contact customer at[redacted]. Writer wanted to inform the customer that the MVP plan was attached to the vehicle. Writer wanted to make sure the customer is satisfied. Writer advised a call back. Writer will follow up on 9/26/14.
Writer contacted customer at 8[redacted]. Writer informed customer that MVP plan was attached to the VIN. Customer understood. Writer inquired if the customer is completely satisfied. Customer stated that he is and the vehicle is running good. Writer informed customer that the case will be closing. Customer understood and agreed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECT9 | EC[redacted] | ***Open Date*** | 08/21/2014 | ***Built Date*** | 03/23/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/31/2013 | ***Mileage*** | 16,557 | ***Dealer Zone*** | 63 | DALLAS | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60590 | AUTONATION CHRYSLER DODGE JEEP | | | |
| ***Dealer Address*** | 21027 NORTH FWY # IH-45 | | | | |
| ***Dealer City*** | SPRING | ***Dealer State*** | TX | ***Dealer Zip*** | 77388 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | LETTER |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | SPRING TX [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Body Wiring - Intermittent or Inoperative - Default | |
| Referral - Top Care - Executive Team - Default - Other | |

Top Care customer first contact was 08/21/14 at 16:52 by SS11
.....Writer spoke with customer who advised veh is still having issues with white smoke coming out of exhaust upon start up, and advanced collision warning system not working. Customer advised does not want to take the veh into the Dlr anymore. Customer advised will be out of the country until Aug. 26th. Customer advised will follow-up with writer when gets back from vacation.
POSTMARK DATE: 081114; DATE RECEIVED: 082214
Top Care follow-up contact was 08/29/14 at 11:13 by SS11
.....Writer spoke to customer who advised is back in town and needs to take veh back into Dlr: 60590 for the following issues - white smoke coming out of exhaust upon start up, eye ball collision warning system not working, side mirror blind spot detection activating and not shutting off, stereo locks up, cannot adjust A/C. Customer seeking rental assistance when brings veh into Dlr. Writer advised customer will contact Dlr: 60590 and follow-up with customer.
.....Writer left voice message for customer call back to confirm when customer might be bringing his veh back into the Dlr for diagnosis of the above mentioned items. Writer will arrange rental assistance for customer once writer confirms when customer will be bringing veh into Dlr.
.....Writer left a return voice message for customer advising to make an appointment with the Dlr for a date when customer is back in town. Writer advised customer will work with Dlr to resolve issues but veh will have to be diagnosed at the Dlr.
.....Writer left a 2nd voice message for customer call back to review timing when customer may be able to bring veh into Dlr for diagnosis.
.....Customer advised writer has an appointment set for 9/30/14 at Dlr: 60590 for diagnosis of above listed veh concerns. Customer seeking rental assistance when brings veh into Dlr on 9/30/14. Writer spoke to SA Julie at Dlr: 60590 who advised does not show any appt. for customer

in Dlr system for 9/30. Writer left voice message for customer advising of the above. Writer advised customer will Goodwill a rental veh once customer confirms appt. date with Dlr.
.....Writer spoke with Dlr: 60590 service receptionist who advised customer R.O. was opened on 9/30/14 and closed on 10/3/14. Writer left voice message for SA Brenda for call back to review customers recent service appt.
.....Writer left return voice message for customer call back to review current veh status.
.....Writer left return voice message for customer call back to review current veh status.
.....Writer left another voice message for customer call back to review current veh concerns.
.....Writer spoke to customer who advised when brought veh into Dlr: 60590 back on 9/30 Dlr was unable to duplicate any of the above mentioned veh issues. Customer advised issues are intermittent. Writer asked customer if there is a date that he might be able to bring veh back into the Dlr for further diagnosis of electrical issues. Customer could not provide writer a date due to customer advised is in outside sales and is constantly on the road or in airports. Customer advised will look at calendar and follow-up with writer with a possible date he could bring veh back into Dlr. Writer advised customer to contact writer two days before his service date and writer will set up a rental veh as Goodwill as well as engage tech assistance as needed.
.....Writer left a return voice message for customer advising would like to at least have the chance to be able to work with the Dlr to correct above mentioned veh issues before customer decides to trade-in veh. Through writers previous dealings with customer, customer is constantly unavailable to bring veh into a Dlr as he is always traveling. Writer did encourage customer to allow Chrysler to assist. him in repairing the veh.
.....Writer has not heard from customer since writers last voice message on 10/17. Writer left another voice message advising customer to contact writer when customer has a block of time available to have veh diagnosed at a Chrysler Dlr. As stated above, customer is constantly traveling on business and never has time to discuss or bring veh into Dlr. Writer advised customer will be closing the file but provided contact number for future reference if and when customer has a block of time to bring veh into Dlr for diagnosis of the above veh issues.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT6 | EC1[redacted] | **Open Date** | 08/29/2014 | **Built Date** | 05/15/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 11/27/2013 | **Mileage** | 11,573 | **Dealer Zone** | 74 | DENVER | |
| **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** | 60569 | DON VANCE CHRYSLER, DODGE, JEEP & | | | |
| **Dealer Address** | 14897 STATE HIGHWAY 38 | | | | |
| **Dealer City** | MARSHFIELD | **Dealer State** | MO | **Dealer Zip** | 65706 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | LEBANON MO [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Drivability - Unknown - Other - Default | excessive oil use |

Briefly summarize why the customer is contacting Chrysler: Customer states that she has Jeep grand Cherokee that she purchased on thanksgiving of last year and had 2 oil changes on the vehicle and the customer is unhappy that she has had to add a quart of oil Customer took it to the DLR as she believes that it is unsafe to drive customer is unhappy at the excessive use of oil customer set the cruise and the vehicle took off on the customer DLr is checking a cruise and the computers is giving the customer multiple electrical concerns
-
Briefly summarize what customer is expecting: Customer is wanting to have her concerns documented and resolved as this would be the second time the issue has been brought to the DLR
-
Current location of the vehicle: DLR
Date of last repair attempt: around the 18,19 of august
Customer s preferred method of contact: Phone
Customer phone number (Morning) [redacted]
Customer phone number (Evening) [redacted]
Customer email address:
Dealer code (if applicable):60569
Dealer personnel involved (if applicable):
Assigned case to 88F
Briefly summarize why the customer is contacting Chrysler: Customer calling Chrysler because she has not heard from a CM regarding the vehicle.
Briefly summarize what the customer is expecting: Customer was expecting to hear back regarding her vehicle.
Agent advised the customer the case was sent up electronically on Friday, Aug. 29th, and with the holiday weekend the customer would most likely hear back by the end of business today. Customer understood.
Customer s best contact number would be [redacted].

* * * * * CASE MANAGER TEAM - District N * * * * * *
Writer contacted dealer at 800-947-7567, spoke with SM David. SM advised that customer has been taking vehicle to Graven CDJR for oil changes, and when she recently brought the vehicle in for oil consumption issues, oil was spilled all over the engine. SM advised that they are going to do an oil consumption test and have the customer bring the vehicle back in 1000 miles. SM advised that customer has had issues with the adaptive cruise control, the key fob and the blind spot monitor, but they have not been able to duplicate any of those issues at the dealership, and feel it may be an operator error. SM confirmed mileage at 11111.
Agent attempted to contact customer at [redacted], however, customer was not available.
Left message for a return call at extension 66283. The reason for the customer contact was to provide or request the following information:
To follow-up with customer on concerns
Writer received VM from customer returning writer s phone call.
Writer contacted customer at customer at [redacted]5. Customer advised that the dealer is supposed to be delivering her vehicle today, as she is going out of town. Writer advised that customer will need to put 1000 miles on the vehicle and then return to the dealer for testing. Customer understood. Writer advised that will follow-up with customer again on Wednesday 9/10/14.
Writer contacted dealer at 800-947-7567, spoke with SA John. SA advised that vehicle has been returned to customer, and they have advised her to bring it back after about 1000 miles so that they can evaluate the oil consumption.
Writer contacted customer at customer at [redacted]. Customer advised that after driving 500 miles, she will return her vehicle to the dealership. Customer advised that she is hoping to get the vehicle returned after the weekend, but would like to have a vehicle to drive while the vehicle is at the dealership. Writer advised that since the vehicle is fairly new, writer can talk to the dealership to see if we can arrange something for her. Writer advised that will follow-up with customer no later than Monday 9/15/14, an and will follow-up with the dealer on 9/12/14 about a rental vehicle.
Writer contacted dealer at 800-947-7567, spoke with Clint who is the SM for Ford, as the SM for CDJR was not available. SM advised that they would be willing to accept an RA, but would need to know when the customer plans on coming in so that they can make sure a rental is reserved. Writer advised that will follow-up with customer and will wait to send RA until we know when the customer is coming in. Writer advised that we may not need to authorize rental, if they are just check the oil level.
9:10AM (MST) writer had contacted the customer and she stated that she does have the vehicle and she spoke with her CM yesterday about arrangements for her for Tuesday, 09/16/14. She is also stating that she is requesting a rental and writer had already told the customer that her CM is aware of this request. The customer is aware that this will be authorized by the SM of the dealership. Writer thanked the customer for her time this morning and her CM will be in contact with her next week Monday, 09/15/14 for updates.
The customer called to speak to the CM. The customer had an appointment and will not make it at the scheduled time. The customer also states that the last time she had to take the vehicle to the dealer, she was not provided a rental and expects to be given one. Writer advised that warranty does not cover rental and that it can be given as a courtesy and there are service contracts available for purchase that cover towing and rental.
The CM has a new extension: 40539.
Writer called the customer back to advice of the new extension as promised.
Writer contacted customer at customer at [redacted].
Writer advised:
The CM has a new extension: 40539
CAIR #: [redacted]0
CAIR Manager: DARIEN

Writer received call from customer. Customer advised that she is going to take her vehicle to the dealership tomorrow. Writer advised that writer will contact the dealership and will find out if rental will be needed or if they will just check the oil levels. Writer advised that will call customer back.
Writer contacted dealer at 800-947-7567, spoke with SM David. SM advised that it will take 5 minutes check the oil level. Writer advised that if customer needs a rental for some reason, we can authorize it. SM advised that they will make sure the customer is taken care of.
Writer contacted customer at customer at [redacted]. Writer advised of lines 104-107. Writer provided customer with the name and ext. of a CM in the office that will be able to help her, as writer will be out of the office tomorrow.
Writer called the dealership and spoke with SM David. SM stated that he checked the oil and that the oil level had not moved and was still full. SM stated that he told the customer to go ahead and gring it by at another 500 miles and he would check it again. Writer will call the customer to see if we can close the case.
Writer called the customer and gave the information on lines 112-116. Customer stated that she does not understand why her vehicle ran out of oil once and now it is not and would like to keep the case open. Writer stated that we would call back in one week to see if there is any change but if not we would have to close the case at that time and that the customer could keep in touch with the dealership and if anything changed she could open a new case with us. Customer agreed.
Writer contacted dealer at 800-947-7567, spoke with SM David. SM advised that customer has not been in since 9/16. SM advised that they checked the oil level, and everything was normal. SM confirmed mileage at 11573.
Agent attempted to contact customer, however, customer was not available. The reason for the customer contact was to provide or request the following information:
Let customer know the case is closing due to no repairs needed. Writer provided Jeep Customer Care number and thanked customer for being a part of Jeep.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM8 | EC[redacted] | ***Open Date*** | 09/02/2014 | ***Built Date*** | 1/11/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/12/2014 | ***Mileage*** | 100 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 52912 | GLENN E THOMAS COMPANY | | | |
| ***Dealer Address*** | 2100 E SPRING ST | | | | |
| ***Dealer City*** | SIGNAL HILL | ***Dealer S ate*** | CA | ***Dealer Zip*** | 90755 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | TORRANCE CA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - uConnect Cellular System - Other - Default | forward collision feature stopped workiong after dealership |

Briefly summarize why the customer is contacting Chrysler: Customer called in stating his forward collision on his new vehicle stopped working after he brought his vehicle to dealership , Agent advised to take it back to the dealership and see if its part of the upgrade they did and to call us back if they can not fix the problem, customer agreed and will go back to dealership

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT6 | EC[redacted] | ***Open Date*** | 09/03/2014 | ***Built Date*** | 01/31/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/27/2013 | ***Mileage*** | 29,000 | ***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*** | 44781 | DANBURY DODGE | | | |
| ***Dealer Address*** | 100B FEDERAL ROAD | | | | |
| ***Dealer City*** | DANBURY | ***Dealer State*** | CT | ***Dealer Zip*** | 06810 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | BETHEL CT[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Defective - Default | Auto braking with no vehicles ibnfront of them. |

Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Chrysler as they have made 4 or 5 appointments and they do not have a loaner as promised. Customer feels they have done it several times now on purpose. Customer states they called on a Friday to confirm they can pick it up on a Saturday and when they came on Saturday the loaner was not available. Customer states the DLR did set up for a rental but he can not arrange one with that particular company. Customer states their vehicle is auto braking by itself with no vehicles in front of them while in cruise control.
Briefly summarize what the customer is expecting:
Customer is expecting his complaint to be documented.
Agent contacted DLR and spoke to Service Manager Clyde who stated they held the loaner for about a week and he could not make it in then. SM Clyde states they did set up for a rental but both the customer and his wife both can not get a rental even though they have different last names. SM Clyde states that the next loaner should be available within the next few days but can not guarantee anything. Agent advised customer that their complaint will be documented and handled internally.
Customer is calling in still quite upset because the dealership has not given him a loaner yet and he is waiting to bring his vehicle in for 2 recalls and an undiagnosed issue. Agent tried to explain to customer that he has no rental or a SC and customer stated that he cannot go to rental place that dealership deals with (Enterprise) because of fraudulent charges, so dealership had stated that out of their goodness, they will supply customer with a loaner but after holding one, the customer did not show up. Agent contacted dealership and spoke with SA Yvonne who stated that the customer is not entitled to rental (two recalls and one undiagnosed issue) but they are trying to get him a loaner. Agent transferred customer over to SA Yvonne who will explain again what the customer can get.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJT1 | EC[redacted] | **Open Date** | 09/05/2014 | **Built Date** | 12/12/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 01/31/2014 | **Mileage** | 1 | **Dealer Zone** | 74 | DENVER | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 65454 | BLOOMINGTON CHRYSLER JEEP, INC | | | |
| **Dealer Address** | 8000 PENN AVENUE SOUTH | | | | |
| **Dealer City** | BLOOMINGTON | **Dealer State** | MN | **Dealer Zip** | 55431 |

| | | | | | |
|---|---|---|---|---|---|
| **Owner** | [redacted] | | | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | CIMS 421-00-00 LOC 2700 DEPT 4123 | | **Home Phone** | |
| | AUBURN HILLS MI[redacted] | | | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Property Damage - Default - Default - Default | |
| Product - Drivability - Unknown - Sudden Acceleration - Default | |
| Product - Electrical - Cruise Control - Other - Default | |
| Product - Unknown - Unknown - Accident - Default | |

Chrysler Company Cars had a Demo fleet in an accident while the driver was using Adaptive Cruise Control feature. The driver reported that the ACC was working correctly and then it accelerated:
Driving on the highway and rear-ended another vehicle. The vehicle I have has adaptive cruise control. Traffic in front of me slowed. The adaptive cruise control slowed along with the traffic. For some reason the adaptive cruise control sped up into Vehicle 2(Journey)in front of mine. As a result Vehicle 2 was pushed into vehicle 3(On Police Report). The police were called and a report was filed.
VEHICLE IS LOCATED AT:
Autohaus Collision & Motorworks 7701 42nd Ave N New Hope MN 55427 phone: 763-535-5700
Contact person is Michele Jessee-Office Manager - Chrysler Group LLC - Lapeer Road Marshaling Center 248.754.1027
**********

Per OGC Matrix, reassigned to 82T.
9/5/14 ASSIGNED TO MJK32. PAG
CAIR NUMBER [redacted] REQUEST EAA INSPECTION 09-05-2014 09:55
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 09-05-2014 09:55
CCRG Open Date: 09/05/2014 09:19:53
Letter Sent: Acknowledgement 09/08/2014 11:25:59
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/09/14 AT 12:48:15 [redacted]
Letter Sent: Denial 09/19/2014

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT9 | EC[redacted] | ***Open Date*** | 09/05/2014 | ***Built Date*** | 0 /23/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/13/2014 | ***Mileage*** | 5,636 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60489 | BAY RIDGE CHRYSLER DODGE JEEP RAM | | | |
| ***Dealer Address*** | 8825 5TH AVE | | | | |
| ***Dealer City*** | BROOKLYN | ***Dealer State*** | NY | ***D aler Zip*** | 1209 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | BROOKLYN NY [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Other - Default | collision warning sensor light on |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer stated that the collision warning sensor and it keeps on coming on even when the car is stopped a week ago and now it is worse when backing up keeps on getting voice electronic issues.
Briefly summarize what the customer is expecting: Customer is seeking to resolve the issues he is having with the warning sensor coming on.
Agent advised customer of the open recalls and that we would have to contact the dealership to have the vehicle diagnosed and the recalls performed. Agent advised customer of a dealership close to his work called BAY RIDGE CHRYSLER DODGE JEEP RAM 60489Ù. Customer stated that he will call them tomorrow to schedule the appointment.
TL-survey bypass- no diagnosis.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJT5 | EC4[redacted] | **Open Date** | 09/09/2014 | **Built Date** | 02/14/2014 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 03/29/2014 | **Mileage** | 11,000 | **Dealer Zone** | 66 | ORLANDO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 60266 | HILTON HEAD CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 265 DRIVERS WAY | | | | |
| **Dealer City** | HARDEEVILLE | **Dealer State** | SC | **Dealer Zip** | 29927 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | HILTON HEAD SC[redacted] | **Country** | UNITED STATES |

Product - Electrical - Lamps and Switches - Other - Default

Briefly summarize why the customer is contacting Chrysler:
Customer called stating his vehicle has been to DLR-60266 about 5-6 times for electrical issues.
He states that there have been sensors for the parking, daytime running lights and now the automatic radar on the speed control and parking assist is presenting issues.
Customer states he was at the DLR all morning but they were unable to fully diagnose the issue and he had to take the vehicle and is going to bring it back next Monday 9/15/2014.
Agent contacted DLR and was advised that the SM: Geno is currently unavailable and the SA: Reggie who has been working on this case is also unavailable.
Agent advised customer that the case would be forwarded to a CM for further review and DLR contact and that he should receive a call back in 1-2 business days, once the case has been further investigated and we have made contact with the DLR.
Briefly summarize what the customer is expecting:
Customer is expecting to have his vehicle repaired completely and does not want to continue traveling 25 miles to the DLR for recurring electrical issues, that he believes to be related.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is: [redacted]5 (cell)
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? unknown if diagnosis was completed this visit, yes previous visits.
If a CDJ dealer has diagnosed, what is the dealer name or code? 60266
Reassigned to 88F
*****CASE MANAGEMENT DISTRICT M*****
In Warranty
1 Chrysler vehicles in household, 1 new and 0 used

MVP Contracts = 1 active
Status update provided via email to the following email address:
[redacted]
Hello,
My name is Shay with Jeep Customer Care. I wanted send you an email to advise you that your Case Manager Samantha is currently away from the office today, 9/15/14. Your Case Manager will be calling you on 9/17/14 to follow-up with you regarding your case#[redacted] I do apologize for any delay this may cause; however you may call 1-800-763-8422 for immediate assistance. You are a valued member of the Jeep Community, so please do not hesitate to call, or respond to this email. Thank you again, and have a great day!
End of Status Update
Writer called and spoke to the SA Corrine who stated that the customer has been diagnosed and fixed. SA stated that they reconfigure the adaptive cruise control and the running lights it was set up in the menu for them not to come on.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40671. The reason for the customer contact was to provide or request the following information:
Writer called to confirm repairs and advised case will close on 9/23/2014.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFDJ4 | EC[redacted] | **Open Date** | 09/09/2014 | **Built Date** | 04/08/2013 | |
| **Model Year** | 2014 | **Body** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 04/18/2013 | **Mileage** | 20,000 | **Dealer Zone** | 35 | WASHINGTON | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 44530 | DIEHL CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 258 PITTSBURGH RD | | | | |
| **Dealer City** | BUTLER | **Dealer State** | PA | **Dealer Zip** | 16002 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | MT LEBANON PA 1[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - Default - Default - Default | Customer experiencing multiple issues with vehicle |
| Product - Unknown - Unknown - Hesitation/No Power - Default | Customer experiencing multiple issues with vehicle |
| Dealer - By-Pass - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer stated his vehicle is currently at the dealership for repairs. Customer stated he has had multiple issues with vehicle and would like vehicle to be bought back.
Briefly summarize what the customer is expecting: Customer is expecting his vehicle to be bought back.
Writer advised customer that an SRT agent will be able to assist him further. Writer called SRT Case management and transferred customer to Destan for further assistance.
CM was contacted by customer in regards to a buy back. Customer stated the vehicle has had multiple issues such as the cylinders lowering 8-4, multiple warning lights flashing, the seat belt warning light went off for three hours, check airbag light keeps coming on, adaptive headlight warnings, shifter failed, and cruise control failed as well. Customer stated multiple times throughout the call he is no longer interested in getting the vehicle repaired he wants jeep to buy the vehicle back. CM acknowledged and explained case would be escalated to the Cair Analysis team. Customer acknowledged and thanked CM for assistance.
Vehicle is at dealer 45576.
Mr. [redacted] telephoned seeking to speak with DH911. Customer stated that the vehicle was picked up from the dealer today and that it still has 3 codes (P3402 - P3442 - U0151). Mr. [redacted] stated that he does not want the vehicle and that he was informed that the case was escalated for buy back. CM inquired if the customer had made contact with the dealership to informed them of the codes and he stated no. CM advised that the case will be noted with message for a return call from DH911.
Mr. [redacted] is also awaiting an email at [redacted]m with contact information. Customer preferred contact number is [redacted]

********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case
should be escalated to I2R for case management.
Customer contacted CM to determine case status. CM stated the case was escalated on 9/11/14 and the case manager will need time to investigate.
Customer requested that the case managers name and contact information be emailed to him. CM acknowledged.
CM will send email to customer with CM name and contact information based on AC ID # 17118 - If a customer or dealer calls for information that is currently being managed by the I2R Team, you may provide the following number to them: 888- 542-7239.
Status update provided via email to the following email address:
[redacted]
Good afternoon
Your case number is EC[redacted]
You will be contacted soon regarding your escalated case.
The Case manager handling your concern is Kim.
Kim can be reached at 888-542-7239.
If you do not hear from her by 9/17/14 please feel free to contact her.
End of Status Update
Contacted the dealer (45576), LVM requesting a return call for RO history verification.
Contacted the customer in regards to vehicle concerns. Advised customer that I am his new CM, advised customer that case has been escalated up, customer asked to called back.
Contacted the dealer (45576), LVM for Kevin requesting a callback.
-Contacted the customer in regards to vehicle concerns, LVM requesting a return call.
Contacted the customer in regards to vehicle concerns. Customer confirmed having issues with warning lights coming on. Customer stated there are still active and codes were not cleared. Customer stated he was in for service last week and was told that the regional rep was involved with his vehicle. I informed the customer of how the process works. Advised the customer that I would give the dealer a call to schedule an appointment for him and give him a callback. Customer stated he can take vehicle into service Monday. Customer stated he would not need a rental.
Contacted the dealer (45576), spoke with Kevin. Appointment scheduled for Monday at 1pm. Advised him customer is going out of town so a rental is not needed. Advised him of current issues. Advised Kevin that I would be requesting TAPS to assist with the diagnosis and repair of the vehicle. Advised Kevin that I would follow up Monday. SA Chris would be handling the customer s concerns.
-Contacted the customer, informed the customer of appointment scheduled for Monday 9/22.. Advised the customer that I would follow up.
Contacted the dealer (45576), spoke with SA Chris. He confirmed the customer s vehicle is currently in for service. Customer is going out of town for 10 days. They have not written up an RO yet. I advised SA Chris that I would be requesting TAPS to contact them. Advised SA that it takes a few days for that contact to be made. Customer is not in a rental.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-09-22 @ 15:04
Contacted the dealer (45576), LVM for SA Chris requesting a callback.
Received a VM from SA Chris at (45576). He stated they are still diagnosing the vehicle, checking ground and wire. SA stated he would give me a callback once something is found.
Contacted the customer in regards to vehicle concerns. Advised customer that the dealership is still working on diagnosing his vehicle. Advised customer TAPS has not made contact as of yet. Advised customer that I would keep him updated. Customer is out of town, and stated he could be reached either by phone or email. Either works for him.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Status update provided via email to the following email address:
[redacted]

Mr [redacted]
Here is a quick update on the status of your vehicle. After further diagnosis, the current concerns lead to the Occupant Restraint Module, which has been replaced. Vehicle is currently being test driven to confirm repairs before completing recalls and updates. I will follow up with you once notified by the Service Manager that everything went well.
Thank you
Donna (CM at Chrysler Resolution)
P:214-583-2113
End of Status Update
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Contacted the dealer (45576), spoke with SA Chris. Vehicle was done and completed, released back to customer 10/1.
Contacted the customer to confirm repair, LVM requesting a return call.
Contacted the customer, LVM requesting a return call to confirm repairs.
Status update provided via email to the following email address:
[redacted]
This email is in regards to the repair of your vehicle. If you could contact me to confirm that the vehicle is indeed repaired or if you are not further assistance at your earliest convenience.
Thank you
Donna (CM at Chrysler Resolution)
Toll Free: 888-542-7239 x 2113
Direct P: 214-583-2113
End of Status Update
Status update provided via email to the following email address:
[redacted]
This email is in regards to case # [redacted]. We are going to assume that you no longer need assistance. At this time, your case is going to be closed. If in the future you are needing additional assistance, please feel free to contact our office. Thank you for choosing Chrysler.
Donna (CM at Chrysler Resolution)
Toll Free: 888-542-7239 x 2113
Direct P: 214-583-2113
End of Status Update

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM1 | EC[redacted] | ***Open Date*** | 09/10/2014 | ***Built Date*** | 09/27/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 12/16/2013 | ***Mileage*** | 2,286 | ***Dealer Zone*** | 70 | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PGZ | BLACK FOREST GREEN PEARL COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 43508 | CARSON DODGE-CHRYSLER INC | | | |
| ***Dealer Address*** | 3059 SOUTH CARSON STREET | | | | |
| ***Dealer City*** | CARSON CITY | ***Dealer State*** | NV | ***Dealer Zip*** | 9701 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | RENO NV [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | vehicle shuts of f on customer. |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |

CQI Survey Record Received - DATE : 09/10/2014
Survey Number : 3857544
Quality Survey ID Number: 270319800
Survey Date : 09/09/2014
VIN Last 8 : EC[redacted]
CQI Comments : \ACC/FCW being inoperable
The GM at the dealership received the following letter:
From: Donal Hummer mailto:Donal.Hummer@thunderroadfinancial.comÙ
Sent: Wednesday, September 10, 2014 8:04 AM
To: Steve Christian
Subject: 2014 Jeep Grand Cherokee Overland
Good Morning Steve,
I have been considering what to do about [redacted] 2014 Jeep Grand Cherokee Overland. As we are all painfully aware, the Adaptive Cruise Control/Forward Collision Warning (ACC/FWC) system has not worked properly since we took delivery of the vehicle. (You might remember this is also the vehicle that had the extraneous trim piece rattling around in the front of the vehicle between the radiator and the inside of the front bumper.) It has been for brought back for attempts to repair the ACC/FWC at least 10 times in the last 9 months. The system still goes off line and issues a warning message every time it is driven.
While I have a great deal of confidence in your service department, and I think that Andy probably knows more about these systems then anyone else out there, the fact of the matter it is, the factory doesn t know how to fix it. Numerous Star cases have been open up with different possible solutions, none of which have addressed the problem. The most current suggestion was to bang on the steering column. Clearly they are just guessing at this point and have no idea how to fix the vehicle.
I bought this vehicle for my daughter to drive at home and when she is at college. I chose this vehicle because it has good NHSA rating and that I

could order all the various safety features like Blind spot detection, ACC/FCW, etc. If these features do not work or worse yet work intermittently and chose to fail at an inopportune time, not only am I not getting what I paid for, but I now actually have a vehicle that is less safe to drive.
The vehicle at this point less than 2500 miles on it. Over 500 of these miles have been from taking the vehicle to and from the dealership for repairs and another 500 plus miles the dealership has put on, in testing to see if various repair attempts have succeeded. Bottom line, my daughter has only been able to drive the vehicle about 100 miles a month since we bought it.
I figure at this point, we have a couple of options. The first is for Jeep to take this back and exchange it for a new one. I would be willing to pay the difference, if any, in the invoice cost of a new one, verses the current vehicle. The upside is, I will get a vehicle that I feel confident in having my daughter drive. Jeep keeps a loyal customer by proving that our current car is just an anomaly. And the costs for Jeep are actually kept to a minimum. (Keep in mind that since 2009, I have owned no less that 4 new jeeps and one new Ram pick up.)
The second is for me to go the lemon law route. Clearly, this vehicle falls into that category and the case will be easily proven. I am sure I do not have to remind you that for over a decade, as a trial lawyer handling product liability defense cases for such companies as GM, Detroit Diesel Allison and Genmar Industries, for me this will be a walk in the park. But frankly a first year law student could handle this one. The upside is, I will get all my money back. The downside is, I will have to spend a lot of time, first going through the dispute resolution process and then to court. Time I would just soon not waste. The downside for Jeep is that, not only will they have to take this vehicle back and pay for all my costs and fees incurred in the process, the vehicle will also be officially labeled a lemon, which for the most part means a 100% loss. But probably the biggest downside for Jeep is that will forever lose a loyal customer. I would prefer option one.
As it is right now, they have not yet lost me as a customer. The world is not a perfect place and sometimes these things happen. If Jeep owns up to the problem and makes it right, no harm no foul. Better yet, it makes me feel that I have invested my dollars in a reputable company. If not, well there is always option two.
I would like to get this response back from Jeep with in the week, so that we can either get a replacement on order, or that I will know to start the process.
Cordially,
Donal
Donal Hummer, Jr. Esq.
President and CEO
ThunderRoad Financial LLC
2248 Meridian Blvd Ste H
Minden, NV 89423
Mailing Address:
P.O. Box 19849
Reno, Nevada 89511
Direct Dial 775-332-1953
Direct Fax 775-473-2191
Donal.Hummer@thunderroadfinancial.com
I will be addressing this issue with dealership management and technical advisor
* * * * * * * * * Case Management - District O * * * * * * * * *
Active: 5/36
MVP: Active WM585N
Household: 9 New 0 Used
Status update provided via email to the following email address:
Donal.Hummer@thunderroadfinancial.com
Hello, my name is Charlie, and I have been assigned as your case manager. This email is confirmation that your case, [redacted] , was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted] within the one

business day as promised. My office hours are 8:00 AM 4:30 PM (Mountain Time). My contact information is 1-800-763-8422 EXT 40526. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Writer contacted the customer at [redacted] updated in case. Customer is concerned with the safety of the vehicle about the cruise control and the accident prevent issues in the vehicle. Customer is willing to even work with the dealership to replace the vehicle and pay the difference. The customer however will not pay deprecation of the vehicle since the vehicle has been in the shop longer then they have had the vehicle. Writer will contact the dealership to see what can be done for the customer and the writer will follow up with the customer on 9-19-14.
Writer attempted to contact dealer Service Manager (SM), however, SM not available. Writer left message for a return call at extension 40526. The reason for the dealer contact was to provide or request the following information: To find out any updates to what is happening with the customer s situation. Warranty Manager Amy did tell me that they are still looking into the issue for the customer and they are aware of the customer wanting to replace the vehicle with another vehicle and the customer not wanting to pay for the depreciation of the vehicle. Writer will await contact back from the dealership will be in contact with the dealership no later than 9-18-14.
Customer contacted the dealership and the SA Colleen states that the customer is scheduled for an appointment on 9-23-14. Writer will follow up with the customer and dealership on 9-26-14.
Customer contacted CM via phone call. Customer states that the vehicle was repaired and the customer s daughter took her vehicle 15 miles out form the dealership the vehicle broke down yet again. Customer wants resolution by today and CM will contact the dealership to see what the next step is. Follow up with the customer later today.
CM contacted dealership and spoke to SA John. SA Colleen is busy with another customer at this moment. SA John took the CM contact information and will have SA Colleen contact CM back once she is finished with the customer. CM will be reassigning this case to the dealership as an unresolved concern once CM has spoken to the SA Colleen.
CM attempted to contact dealer Service Manager (SM), however, SM not available. CM left message for a return call at extension 40526. The reason for the dealer contact was to provide or request the following information: To give the SM the information to get the customer s issues resolved sending the case to the dealership to see what can be done next for the customer.
CM contacted the customer and explained what the CM is working on. CM is using internal and external resources to assist the customer on the issues that is happening with the vehicle. Customer picked up the vehicle and 15 miles from the dealership the vehicle shut off again. The customer is aware that any answer would probably not be in until mid-week follow up with the customer is on 9-29-14.
CM contacted the customer and told the customer that they have been in contact with internal resources and the customer should receive contact from them to assist the customer from there. CM will contact the customer on 10-1-14 to inquire about what the customer has found out.
CM contacted the customer and stated that internal resources are still evaluating the situation and will have a decision sometime next week. Follow up with the customer is set for 10-9-14.
Have processed template for trade assist
100814, jme2 approved template for trade assist and forwarded to ISG for processing.
CM contacted the customer and he has yet to hear from the dealership however he has been in contact with the dealership SA Steve is helping the customer with the case and CM will follow up with the customer on 10-13 to see if the customer has talked to Steve at the dealership.
CM attempted to contact customer, however, customer was not available. CM left message for a return call at extension 40526. The reason for the customer contact was to provide or request the following information: To inquire if the customer has been in contact with Steve at the dealership.

Follow up on 10-20 but CM will also email the customer as well.
Status update provided via email to the following email address:
Donal.Hummer@thunderroadfinancial.com
Hello Mr. Hummer, this is Charlie and I was inquiring about your contact with the dealership. Has Steve been in contact with you. I just want to make sure you are being helped.
End of Status Update
CM contacted the customer and they have a vehicle on order for the customer which should arrive in the next 45 days. CM will inquire to have the case closed at this time.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT6 | EC[redacted] | ***Open Date*** | 09/13/2014 | ***Built Date*** | 02/08/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/01/2013 | ***Mileage*** | 15,000 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 67396 | BOB FRENSLEY CHRYSLER JEEP DODGE | | | |
| ***Dealer Address*** | 2210 GALLATIN ROAD | | | | |
| ***Dealer City*** | MADISON | ***Dealer State*** | TN | ***D aler Zip*** | 37115 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | TEMPLE TERRACE FL [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Unknown - Unknown - No Start - Default | Customer Seeking Lemon Law |
| Product - Electrical - Remote/Key Fob - Default - Default | seeking assistance |

Briefly summarize why the customer is contacting Chrysler: Customer Contacted Chrysler regarding concerns with vehicle. Customer stated that neither key fob work. Customer stated that when opens with emergency key alarm will go off. Customer has stated that has multiple concerns with vehicle. Customer stated that was advised that would not be able to get rental on Sunday
Briefly summarize what the customer is expecting:Customer is seeking to have vehicle repaired
Agent advised customer that would have to take to dealership to have a diagnosis completed. Agent advised customer due to multiple concerns with vehicle can have case escalated to case management to have concerns resolved. Agent advised customer that once at dealership to contact us so can look in to escalating case. Agent advised customer that does have rental coverage however would have to have diagnosis completed prior to being able to submit for rental
**** survey by pass with in warranty no diagnosis ****
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
****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
Briefly summarize why the customer is contacting Chrysler: Customer is calling to file for replacement or buy back due to multiple repair issues. Customer states now that the key fobs don t work and they can not use the vehicle.
Briefly summarize what the customer is expecting: Customer is expecting buy back or replacement.
Customer informed a call back is required and will take place within 1-2 business days.

Preferred Morning/Midday call back number is [redacted] please call after 12:00pm
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates:
Who has possession of the vehicle? Owner.
Is this a request for Lemon Law, buy-back or replacement? Buy back or replacement.
Reassigned to 91L
********** 91L Review **********
>>> A new i2R Case [redacted] has been opened to further assist customer.
Original CAIR number is 25101396.
Vehicle is at the dealership - NORTH TAMPA CHRYSLER JEEP DODGE, (60446)
Update triggered by S20553B
***Deborah with the I2R Customer Resolution Team is responsible for this CAIR. If the customer should call, please direct them to contact Deborah at 888-542-7239, extension 2123. Thank you. ***
-Called Dealer Code 60446 and spoke with SA Mike who stated the SA handling vehicle is SA Chris however he left for the day. Verified with SA Mike that the customer reported concerns with no start and stated vehicle not detecting the key. SA Mike stated the vehicle is ready to be released back to customer and provided me with RO# 70794 stated they were able to start vehicle, determined NTF and that the code P1B13-00 was set when customer manually disengaged vehicle for towing. SA Mike stated they road tested vehicle 71 miles and customer has not picked up the vehicle from dealer yet.
-Called customer and introduced myself as the assigned CM. Customer stated his vehicle is still at Dealer Code 60446 at this time and that they have been told there was no trouble found. Customer expressed frustration stating that they have had to miss sporting events because of the concern he described with key fob. Customer stated he is in the military and has a small child and does not feel safe with the vehicle s key fob not working all the time. Apologized to customer as he vented and confirmed customer using a rental vehicle from dealership. Customer stated his wife has the rental vehicle and they will return rental today. Told customer that I am his advocate and want to look toward a positive outcome. Explained that I can offer him a Cash and Keep offer for $2,000 as I hear him saying that he still likes the brand. Verified customer s email address as correct and told customer that I would need to do additional research on the case. Provided customer with my contact information and hours of availability. Told customer that I am sending the offer letter to him for his consideration and would plan to speak with him again no later than 09/19 to discuss the next course of action.
****** Below Customer Contacted for Documentation Request ******
dbrown@impartialservices.com on 2014-09-16 @ 15:30
-Sent offer letter to customer email address [redacted]
-Called Dealer Code 60446 and spoke with SA Mike again who stated the Recall p36 has not been completed because parts are not available for this recall yet.
***** Customer Document Received *****
-Received vm from customer, customer requesting a call back.
-Called customer and customer stated he felt that the offer letter was final and wanted to clarify if the Cash and Keep offer was the end of our consideration. Told customer that I did inform him that I would continue to look into the case and determine if there was any info that I have not yet considered. Customer stated he has his vehicle back as of 09/16 and, customer stated he is not willing to take his vehicle back to dealer for recall work to be performed. Told customer that the letter was not intended to offend him and that I we do have access to look at each RO for his vehicle. Explained to customer that I will plan to contact him again no later than 09/19.
-Received vm from customer, customer requested a call back with an update on his case.
-LVM for customer, included my contact info and advised we are still looking into his case at this time. Advised that I would be in contact with him in the next 2 days.
-Received vm from customer, customer requested a call back.

-Called customer and customer inquired about what will be done since he has decided not to accept the Cash and Keep offer for $2,000. Told customer that I understand he is not willing to accept the offer and we are still looking further into his case at this time. Customer expressed concern with future reliability and we discussed his LIFETIME Max Care MVPP he already has in place. Explained to customer that we make offers to help with customer satisfaction. Advised that if he were to experience another vehicle concern, he would still be able to get vehicle diagnosed within terms of his warranty. Customer asked what would happen after basic warranty expires. Explained to customer that each case is unique but that since each CM is trained the same, we will look more into his case and determine if we can help with repair process and determine if we should be making a goodwill gesture toward the customer at that time. Told customer that I hear him saying he is still happy with the brand but, is concerned about the possibility of having another vehicle concern with the current vehicle. Explained to customer that no manufacturer could guarantee him that a vehicle will never have a concern. Assured customer that we will continue looking into his case and would speak with him again in the next few days.
-LVM for customer, included my contact info and requested a call back.
****** Below Customer Contacted for Documentation Request ******
dbrown@impartialservices.com on 2014-09-25 @ 16:42
***** Customer Document Received *****
-Called customer and told customer that we have looked into his case further and offering him $4,000 for customer satisfaction. Told customer that I will send him the release letter to his email address [redacted]
-Sent release document to customer email address [redacted]
-Received vm from customer, customer requested a call back regarding release document.
-Called customer and explained to customer that he would still be entitled to get any warranty repair work completed as needed to his vehicle. Customer stated he is willing to accept the offer and would return the offer letter to me. Verified customer address to be correct as shown in Agent Workbench.
Customer saying he can never reach DB1222 directly and always has to leave a message and then it takes 2 days for her to call back. Customer would like a call back by DB1222 on Monday.
-
Customer says the uconnect radio screen is blanking out. Agent advised on driveuconnect.com there is a radio update available. Customer says he has an appointment at the dealer next week and will have dealer download software and upload into uconnect.
-
Customer says key fob fails periodically. During the call today it failed than it worked again - intermittent. Agent advised to have dealer look into this.
-
Agent offered to give customer the Chrysler Roadside Assistance phone # if he drives vehicle and gets stranded or if he needs it to be towed to dealer next week. Customer would not take number. Agent said he can call Jeep CAC and we are happy to transfer customer over to roadside assistance if that becomes necessary.
-
Customer says, in terms of the settlement, he has not yet received the check for $4000 and that he has turned papers in just 3 days ago. Customer suggests he may not cash check when he gets it but contact his lawyer instead due to ongoing problems with vehicle.
Vehicle is at the dealership - NORTH TAMPA CHRYSLER JEEP DODGE, (60446)
Update triggered by S20553B
-Received vm from customer from 10/04 stating his vehicle is having a recurring problem and that the vehicle is having a new concern as well. Customer requested a call back.
-Called Dealer Code 60446 and asked for the SM Jennifer but Receptionist Haley advised she was not available. Left msg for SM Jennifer, included my contact info and requested a call back.

-Called customer and customer stated he took vehicle to Dealer code 60446 (NORTH TAMPA CJD) today for concerns with key fob, stating vehicle won t start because it does not detect key fob, radio screen goes blank and a new vehicle concern with cruise control. Customer stated he is not using a rental at this time and that a family member helped him to get back from dealership. Told customer that I would look into the case a bit further and would plan to speak with him next no later than 10/08.
-Received vm from SM Jennifer with Dealer Code 60446.
-LVM for SM Jennifer, included my contact info and requested a call back to determine current vehicle repair status, obtain RO info and determine if any escalated repair assistance is needed.
-CALLED dealer code 60446 spoke with SM jennifer who confirmed that the vehicle is there.
sm Jennifer stated no trouble found with key fob ordered radio and still addressing cruise control and provided me with repair order information.
-called customer to advise of the update from the dealership advising that a radio has been ordered and they are still attempting to diagnose the cruise control and the key fob concern. Customer stated his major concern was the key fob.
-Left vm for SM Jennifer with Dealer Code 60446, included my contact info and requested a call back to determine vehicle repair status.
-Received vm from customer, customer requested a call back.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-10-14 @ 10:55
-Received call from customer who stated they picked up the vehicle from Dealer Code 60446 10/10. Customer stated he was told lense was cleaned related to key fob and want to allow time to determine if this resolved the key fob concern and said he has been having concern with adaptive cruise control since he purchased the vehicle. Customer requests that I consider this as additional info and look into his case to determine what can offered beyond $4,000 cash and repair process. Customer agreed to return a copy of the RO to me as well.
***** Customer Document Received *****
-Received call from customer, verified with customer that I received copy of RO [redacted]. Customer requested that I reconsider the offer stating that he experienced the key fob concern again 10/16 at night time after washing his vehicle. Customer stated the key fob was not working and that he was unable to start the vehicle. Customer stated he finally started vehicle after 5 minutes. Told customer that I would look into the case further and that I would contact him again next no later than 10/21.
-Received vm from customer, customer requested a call back.
-Called customer and told customer that we have looked at his case further and will offer him $4,500 Cash settlement toward customer satisfaction. Customer stated he would want to look at the offer letter and would let me know but that he did not consider this to be a fair offer. Asked customer if there was anything else going on with the vehicle that we need to consider. Customer stated he spoke with other people and they do not believe the offer is fair. Told customer that the cash we are offering is in addition to the warranty he has for his vehicle. Explained that it is not intended to offend him or to bribe him in any way. Customer stated he would look at the letter but wants a new CM. Customer inquired to say if he accepts the offer if he would still need to speak with me. Told customer if he accepts the offer, he would possibly be speaking with me to complete the process.
****** Below Customer Contacted for Documentation Request ******
dbrown@impartialservices.com on 2014-10-23 @ 16:01
-Sent release letter to customer email address for $4,500 cash and keep offer for customer satisfaction.
***** Customer Document Received *****
Customer contacted Chrysler due to not receiving documentation from his case manager. Agent requested call back for customer. Agent noticed in her notes that customers CM sent an email out. Customer stated he received it. Agent advised customer she was going to request a customer call back. Customer understood.
Called customer and let customer know we ve reviewed the calls and we agree they were not handled with regard to how we want to treat our

customers and offered him our apology. Let customer know that his case has been reassigned to new CM SM1793. Customer stated that their key fob situation they were not able to drive their vehicle through the weekend. Customer upset because he does not feel treated well from his previous CM. He also does not want the money offered, he would like a replacement due to all the issues he is having with it. Customer also stated that the CA Offer Letter he received states that if he does not accept the letter within 10 days that the offer will be voided. Advised customer that if we are in communication with him, that date MAY be extended. Advised customer I will have his new CM SM1793 call him tomorrow 10/24 and gave him her phone number. Customer was appreciative. ***Follow up with customer 10-24-2014***
***Customer called LVM to return his call.
***Called the customer LVM advising that I did receive his message and requested a return phone call in order to complete the final resolution process.
***Follow up with the customer 10/29
***Customer called LVM requesting a phone call
***Returned customer s called and he stated that he wants to know what we can do to assist him with resolving this issue. He stated that the previous rep was not helpful at all, he stated that it is not about the money, it is more of principal because of all the issues that he has had with the vehicle he feels as though Chrysler should buy the vehicle back. I advised that I can review his case for other possible options but I can t guarantee him anything. The customer stated that the issue is with the KeyFOB , he stated that it doesn t do it all the time but what happens if he and his family are out at night and the Key FOB decides not to work leaving them stranded. That is not safe, he stated. I apologized to the customer and empathized with him to let him know I do understand. I also explained to him that he may be able to accept the cash offer and keep the vehicle or trade it. The customer stated the only problem with that is that he is not working he just got out of the military and that may be an issue for the dealership. I advised that even if we were to provide a replacement it is the same as going in for a brand new car and the dealership doing all the paperwork all over again. I advised the vehicle has depreciated due to not only just leaving the lot but will all the repairs done to it. The customer stated that no one explained that process to him, I advised so in essence the situation could go either way. I advised the customer that I will speak to him again on 10/31 the customer agreed.
***Follow up with the customer 10/31
***Called the customer and advised that at this time Chrysler would not be moving forward and replacing his vehicle. I advised that after careful review we thought it best to offer him $5,000 as a goodwill gesture rather than to replace the vehicle. The customer asked what about his lifetime warranty would that be something that we would look at, as far as, his $100 deductible. I advised that that would solely depend upon the repairing dealership if they would waive the deductible or not. I advised the customer that if he is interested in my offer I can get the paperwork processed and issue him a check. The customer stated that at this point he would just rather accept the offer and be done with it. I apologized to the customer for the inconvenience that this may have caused him but would like for him to keep in contact with me if he ever needs further assistance. The customer agreed. I thanked him for his time and ended the call.
****Follow up with the customer 11/10
****** Below Customer Contacted for Documentation Request ******
smorton@impartialservices.com on 2014-11-03 @ 10:02
***Received customer s documentation for processing.
***Close
***** Customer Document Received *****
***Customer called and wanted to know if I received his documentation, the customer stated that the Navigation system is still not repaired. He stated that the cruise control and the 911 gives an error message to take the vehicle to the local dealership for repairs. I advised that if the vehicle is not repaired then we look at taking the vehicle back in for

service. The customer stated that he will take the vehicle back in but for now it is not important. I advised that we will speak again on 11/13. Thanked the customer and ended the call.
***Follow up with customer 11/13
Writer is suggesting reimbursement as a goodwill gesture for customer satisfaction.
Customer s proof of payment attached to CAIR (Y/N): Y
Mileage: 15,835
Date of repairs: 10/10/2014
Additional pertinent information: CA Cash and Keep
Writer is submitting check for approval in the amount of: $5,000
CNA flag (Y/N): Y
Assigned CAIR to inbasketÙ for check processing.
Reason for CNA flag: Address is correct
** Received check approval from Chrysler
***Customer called LVM requesting a return phone call.
***Called customer and he stated that the vehicle went back in for service, he stated that the navigation system had to be replaced and the CE light is on. The customer stated that he will take the vehicle in to the CJDR of Tampa Bay located on Florida Ave. I advised the customer that I will send a request to have his case reopened.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT8 | EC[redacted] | ***Open Date*** | 09/15/2014 | ***Built Date*** | 03/23/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/13/2013 | ***Mileage*** | 17,133 | ***Dealer Zone*** | 63 | DALLAS | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60399 | BOERNE DODGE CHRYSLER JEEP | | | |
| ***Dealer Address*** | 30300 IH 10 W | | | | |
| ***Dealer City*** | BOERNE | ***Dealer State*** | TX | ***Dealer Zip*** | 78006 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | PIPE CREEK TX[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Suspension - Unknown - Other - Front | customer stated front end dropped while driving |
| Corporate - Survey By-Pass - Field Call or Email - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Electrical - Park Assist System - Other - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer stated he had his front end drop while driving and had to bring the vehicle into the dealer (60399). Customer stated he previously had front end work done at a dealer in CA, they replaced a front strut and repaired the air suspension. Customer stated DLR60399 advised him the tow kit was not installed correctly and this cause lines to rub which caused this front end issue he was experiencing. Customer stated the dealer advised him that because the work was done at another dealer in CA, they can not complete this repair under warranty and he must pay out of pocket. Customer stated he picked up his vehicle today and paid $1100 for the repair but doesn t feel that he should have to pay for this. Agent attempted to contact Service at 60399 several times but was unable to reach anyone. Agent advised customer we will continue trying to reach the dealer to confirm the repair information, once dealer contact has been made we will contact the customer with information on what we can do to assist him. Customers contact number is: 661-886-6543, Customer stated he was working with SA Andy Evans.
Briefly summarize what the customer is expecting: Customer seeking cost assistance for a repair.
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Customer called stating he talked to Brittany yesterday and she was supposed to get back to him. Agent offered to call the dealership. Customer declined and stated he just got off the phone with them. He states he has an air suspension problem now and his adaptive cruise control is not working now. He thinks this is all tied together. He state

he is going back tomorrow morning. He states he is not happy he had to pay 1140 to get it fixed. He states he is being told if it is workmanship issue from the other dealer then it is not under warranty. Agent advised this is correct and the warranty only covers defects from the manufacturer. He states he has no way to get back to the other dealer and he has no way to prove it is a workmanship issue. Agent offered to call the dealership again. Customer declined stating he cannot wait on hold as he is about to lose service. Agent advised him to call us later. Customer thanked the Agent and ended the call.
Agent was unable to call out to customer on 9/16/14. Agent will close the case as customer was advised to call us back, so that if case requires any reassigning next agent will be able to do so.
Customer advised a call back is required and will take place within one 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:
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Been working on the diagnosis for 19 days with star
If a CDJ dealer has diagnosed, what is the dealer name or code? BOERNE DODGE CHRYSLER JEEP (60399)
Reassigned to 88F
Customer called back because their case still has not been resolved with the suspension and active cruise control. Agent contacted SA Andy who stated that this is an ongoing issue for the customer and this visit the vehicle has been in the shop for 19 days and they are still working with star to resolve this issue.
Customer email address for case updates: [redacted]
* * * * * CASE MANAGER TEAM - District - U - * * * * * *
OOW: In Warranty
MVP: lwm100n Lifetime unlimited 7/12/1996
Ownership history: 2 New 2 Used
No email address:
Customer states still having issues with the suspension and the cruise control
Writer contacted the dealership and spoke with the SA Andy, the SA advised writer the issue is not resolved and there is a back ordered part. The part is an adaptive cruise control module and writer would need to contact the parts department for an eta the order # and part #. The SA advised writer they are working closely with the STARR Corporate Engineers for a fix and still have not found a resolve yet. The mileage on the vehicle is 17033 and writer will update that information.
Writer then called the parts department and spoke with Gary who advised writer.
Part # 68109355ai Adaptive cruise control module
Oder # SP 0929
ETA None
Customer s husband called in , Dennis.
He was requesting to speak with CM .
Agent provided customer with phone number and ext , and transferred to cm ext.
MR.ZA[redacted] requesting to speak to CM MA1138. Writer advised customer that CM MA1138 is not currently available but will call customer back by the end of business today.
Customer: MR[redacted] calling to speak with CM; MA1138 CM is not available. Writer transfer call to CM; ES1000
Customer Mr.Dennis Zaferis Called in to speak to CM MA1138 and she was not available, so ES1000 took the phone call from [redacted].
Customer so frustrated about 72 days in the shop total, he said.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40632
The reason for the dealer contact was to provide or request the following information: See if part is on order, and part number.
SM/OD Todd called, requesting the Case Manager. Transferred him to CM MA1138 at ext 40632 VM as CM was unavailable.

Customer Called CM ES1000 back again today with updates on parts. Bob is SM at Dealer 60399 and is using parts from other vehicles to repair his vehicle, customer said. Instrument Cluster part is supposed to arrive tomorrow; Air Suspension Pump is in and repaired already, customer stated. We are waiting on Adaptive Cruise Control part, and do not know the whereabouts of it. CM will follow up with Dealer tomorrow and get update and let customer know or advise CM MA1138.
Part : 68109355AI
Order : SP0929
Dealer Code : 60399
Status : Special Handling
Part Detail : ADAPTIVE SPEED CONTROL MODULE SENSOR
ETA : No ETA
Customer Mr. [redacted] Called CM again asking about status of vehicle. CM advised that I had consulted with other corporate resources regarding his stray parts location. Customer stated that Instrument Cluster is supposed to arrive at Dealer today; the only other part that we are waiting on is the Adaptive Cruise Control which is ordered.
CM ES1000 gave information and updates to case manager MS1138.
Writer called customer and advised one part still has no eta but the other parts are in. Customer stated his dissatisfaction regarding the vehicle. The vehicle had been at the dealership for a week and a half previously and this last time it has been three weeks. The customer will be in town next week, but on 10/19/2014 he is leaving town until the 10/24/2014 and he does expect a resolve by then. Customer said will follow up and get back to customer as soon as she finds out more information. The customer states that he is not even sure after all these parts are in if it will really fix the vehicle. The customer advised writer to contact Todd Brown at the dealership and to get a better update and understanding for this vehicle.
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
Per UPS tracking [redacted] part ETA 0/14/2014, By End of Day
ASSIGN TO: KS1057-CAIR HAS AN 88 CM
**********END OF TRIAGE**********
********** PARTS STATUS UPDATE **********
CM checked GPOP and found part status as invoiced to PDC. Current ETA for the part is 10/14/2014.
UPS Tracking #[redacted] Scheduled Delivery: Tuesday, 10/14/2014, By End of Day
********** END OF PARTS STATUS UPDATE **********
Writer called in and advised writer that the suspension issue has not been resolved and they are out of ideas, customer advised writer to follow up with Todd at the dealership and find out what our next steps would be.
Is there any damage to the vehicle? no
Actual/accurate mileage? yes 17033
Is the vehicle leased or purchased? Purchased
Name of lender: Northrorp Drummond Federal Credit Union
Is the customer in a rental right now? Yes
Is this vehicle used as a personal vehicle or for a business? Purchased
Are there any modifications to this vehicle? (if yes, describe) yes Rv towing kit
If Chrysler makes an offer to replace the vehicle, what dealer does the customer prefer to work with? Boerme
Writer looked into STARR case and found out one has been opened up 10/13/2014 and and the STARR case is still open and the next step is to bring the Master Consultant into the issue, and if a resolve cannot be met there then it would resort to bringing in the Techncian to the dealership and they would need to set up an appointment for the TSA to come out to the dealership,
Writer advised the customer as above narrative 147 through 152. Customer said how long will this take. Writer advised she did not know but she would stay on top of it and contact the customer back in 2 days 10/15/2014.
Operations Director Todd called to talk to the CM MA1138. Warm Transfered

to MA1138 for further handling.
The Service Director Todd returned writer s call and advised the SD that the part eta is for 10/14/2014. The SD advised writer that until they can resolve the suspension issue they cannot do the repair. Writer advised the customer would contact Todd on 10/15/2014 and find out if the part has arrived. Then will follow up with the STARR case to find out what is happening there, and then will follow up with the customer.
Writer contacted Todd the Service Director at the dealer and spoke with him regarding part ordered. The part eta for 10/15/2014 came in and has been installed. The SD advised writer they did bring in a master technician and now the valves have been ordered and there are no part numbers but the eta is today or tomorrow 10/23/2014. The SD stated it should be a day and a half repair and writer could follow up on 10/24/2014 to find out if the repair has been completed.
Writer contacted the customer and advised the valves would be coming today or tomorrow and they expect the repair to be completed by 10/24/2014. The customer stated why when the parts were ordered last Wednesday 10/15/2014 why would it take so long. Writer advised the customer that sometimes it is based on availability of the part how soon it arrives. Writer advised would follow up on 10/24/2014 and let the customer know if the repair is completed..
Writer attempted to contact the SM, writer was put on hold, and the dealership ended the call.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40530. The reason for the customer contact was to provide or request the following information: Requested customer contact, in regards to repairs.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40632 The reason for the dealer contact was to provide or request the following information: Repair update.
Writer received a message on her voice mail from the Service Manager Todd at Boerne dealership, Todd left writer a message that he did receive good parts front struts with valve on top of struts, and the Todd contacted the customer.
The customer left a message on writer s voice mail and advised writer the vehicle has bee picked up, and the customer said it did not fix the issue. The customr is stating he wants his $1100 back and he hung up.
Writer attempted to reach Todd regarding the customer s vehicle. He was not available and writer spoke with Andy and he advised writer the customer s picked up their vehicle on 10/27/2014, and that is about all he knew.
Writer states the customer picked up his vehicle after the last repair on 10/27/2014. After driving the vehicle the customer discovered the parking sensor does not work and they are taking their vehicle back to the dealership for this problem. Customer states he would like reimbursement for $1140 for the repair the customer does not feel that repair was caused by the lines rubbing through, this happened two months ago. The customer s stated that there is something wrong with the air suspension system, and therefore the secondary cause was the failure of the lines rubbing through. The customer states he went to a restaurant and when he came out his vehicle was nose down. The tires rubbed against the wheel well. The customer states he had driven the vehicle 20,000 miles with no problem. After picking up his vehicle he drove about 50 miles and his cruise control went out. The customer believes something else was the caused it to go down.
****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
There is an error on line 212 it is the parking sensor that went out not the power steering.
The customer is contacting Chrysler after his last repair, the custome hardly drove his vehicle 50 miles and the parking sensor went out. The customer is expecting his vehicle to be repaired. The customer states he wants the $1140. repair reimbursed.

Agent attempted to contact dealer Service Manager Todd, however, the SM was not available. Left message for a return call at extension 40632
The reason for the dealer contact was to provide or request the following information:
Writer was requesting an update on the vehicle.
Writer contacted the customer the customer advised writer the vehicle was just taken to the dealership about an hour ago. Writer will follow up with the dealer on 11/3/2014 to find out status of vehilce and then advise the customer.
Agent attempted to contact dealer Service Manager Todd , however, the SM was not available. Left message for a return call at extension 40362
The reason for the dealer contact was to provide or request the following information:
Writer attempted to contact the SM to get an update status on cusomer s vehicle.
Writer contacted the customer and the vehicle was repaired and the repairs seem to be holding. The customer stated the issue is not resolved as they were blamed for the initial failure. The customer further states that they believe there was a different failure of vehicle s air suspension system that caused the front end to go to the fully lowered postion to lose all of the air, which caused the tire to rub the fender walls and damage ther airlines in that area. The vehicle between driving and towing had over 22000 miles, had been to another dealership numerous times for 1 repair issue on front suspension, the purchasing dealership and there was no rubbing of the fire wall ever noted by the other dealership. The other dealership rotated the tires and did oil service changes and never noticed any rubbing condition. At no time prior to initial air suspension failure was there ever any sound of a rubbing condition, after the failure, getting to the dealership they then heard a rubbing condition but no rubbing sound prior to that.
Todd the Service Manager at the dealership returned the writer s call to advise writer that the repairs had been completed. Writer advised the SM the customers were pleased but not happy with the outcome of having to pay $1400.00 for the repairs. The vehicle was under warranty when the air suspension failure happened. In previous narrative the customer advised writer that the mileage was about 17133, writer will update.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-11-06 @ 15:57
Writer advised the customer to please send documentation so that the AM could review document , the email was sent successfully. (email address: [redacted]
***** Customer Document Received *****
Writer contacted 52979 Dealer in Lancaster CA and spoke with the Service Manager Diego and writer asked the SM if he had installed a tow kit in the customer s vehicle and he says he has no record of it. Then Writer asked the SM Diego if he knew if the customer had picked up a tow kit and he could not find that information either.
Writer contacted the customer and asked who installed the tow kit. The customer said he did and he installed it the first 200 miles on the vehicle. After that the customer alleges he towed over 6000 miles and while in CA at that dealership the customer purchased his vehicle from he had oil changes and tire rotations, and an alignment and that dealership saw no evidence of tire rubbing on the tire well. The customer further alleges the tire well was not made of metal like the old ones use to be but on a fabric type of material that showed no evidence of rubbing. The customer states the lines from the air suspension pump were misrouted. Writer said writer would follow up with the dealership for further information.
Writer contacted the dealership and the and asked to speak with Todd the Service Manager and then writer was disconnected.
Writer spoke with the customer and writer advised the customer at this time and since the repair has been completed there is no way to verify through the previous dealership that the rubbing was not the cause of the failure due to the customer stating there was no evidence of the rubbing on the wheel well. Writer advised the customer we have to rely on our dealership s as writer does not have any technical skills. Writer wanted

to know if there was someone above the dealership. Writer advised she could email the AM. The customer stated why did writer not go through the dealership s GM before going above to the AM. Writer advised the customer when writer asked if the customer had spoken to the GM he was of no help. The customer advised writer he would go back to the dealership and try to speak again with the GM and if that does not work out then the customer would request a GM.
Writer contacted the customer to inquire if the customer had been able to get hold of the GM. The customer advised writer that the customer had had company from out of town and they had been showing them all of the sights driving them around. Writer said that is great, is there anything writer could do to assist and the customer said he will get hold of the GM hopefully during the next few days; writer advised would follow up on 11/24/2014 unless writer hears from the customer sooner.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40632. The reason for the customer contact was to provide or request the following information: GM contact update.
Customer states they are Sarah Clark the warranty administrator from dealer 60399, and they are seeking information on any discussion of rental for customer. They received a bill for 22 days of rental for customer and they want to know what payment arrangements have been planned. Agent search but did not find any discussion of rental for customer in the narratives, except that they were in a rental. Agent suggested customer contact the Cm Marjorie for more information. Agent provided contact number for CM Marjorie at 800-763-8422 ext 40632 to customer and offered to transfer, customer declined.
Sarah from Bernie Dodge has left a message asking for an RA for a total of 22 days at $770.00. Writer needs to research how this should be handled as I have no record any rental was offered and need to find out what the next step will be.
Writer left a message on the voice mail for the Service Manager Todd regarding the rental for the customer,
Writer contacted the dealer again and this time asked for Sarah Clark and writer advised Sarah that we did not put the customer into a rental, and the customer has a service contract for 5 days and if the dealership could pay for 5 days of rental we will look into reimbursement for the additional days in the amount of $420.00 the remainder of the rental.
****** Below Customer Contacted for Documentation Request ******
sarah@boerneauto.com on 2014-12-04 @ 12:52
Writer contacted Sarah at BOERNE DODGE CHRYSLER JEEP, Sarah provided an email for documentation sarah@boerneauto.com.
Writer contacted Todd who advised writer he would have the Warranty administrator send an email to writer for the information. Writer requested dates of the rental so writer could do the remainder 12 days of rental, as the customer had a 5 day rental and the dealership could pay the other 5 days and then Chrysler would pay for remainder 12 days and send an RA.
Writer advised Todd the SM that the customer was very unhappy he was blamed for the suspension system going out, and wished to be reimbursed. He said he had been blamed for the issue with the suspension. Writer went through this again with Todd and he explained to writer, he could not override what the STARR people had advised. Todd advised writer the engineering team and the field representative came out and advised it was a gray area where no-one could tell for sure what happened. He advised he would lose his job if he overrode what their recommendation was..
The customer called and left a voice mail on writer s extension and advised he is getting no- where with the GM Brian at the dealership as he will not return his calls. The customer wished that writer would escalate his concerns to a higher source as he is very dissatisfied paying for a repair which he states he did not cause, and would like some assistance. Writer advised the customer that writer would send his case to the AM to take a look at his concerns but writer could not promise anything.
Writer contacted the AM Jack Brinks and asked about customer s concerns, the AM asked me what type of vehicle it was writer advised it was a 2014

Jeep Grand Cherokee Summit and the AM said I thought so. Writer advised the AM that STAR had been involved, and that is why Todd the SM at the dealership said he could not override that decision as they had advised it was not covered. Writer did not see that mentioned in the STAR case. The AM suggested two things, had the customer contacted his insurance company and did the customer have oversized tires on the vehicle. Writer said she would check that out and the AM advised if writer needed to, to send an email regarding the issues.
Writer spoke with customer previously and asked the customer if he had put oversized tires on his vehicle, he was just using factory tires that came with the vehicle when he purchased the vehicle. He did get hold of his insurance and they did not cover the vehicle damage, even turned down comprehensive coverage. Writer advised the customer would contact the AM Jack Brinks again through email as he requested and give him the information he was requesting. Writer advised the customer would follow up on 12/22/2014.
Writer advised the customer the AMs are on vacation and writer will contact the AM around 1/5/2015, writer advised she has not forgottent the customer will still be working on his case.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Phone continued to ring with no voicemail. The reason for the dealer contact was to provide or request the following information: Information on the tire situation.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. No voicemail available.
The reason for the dealer contact was to provide or request the following information: Information on the tire situation.
Writer contacted SA Andy, SA informed writer that the vehicle has not been to the dealer for quite some time, and that no information is available at the time, and that the SM is not available.
Writer contacted the AM through email as to what can be done if anything to assist the customer. Followed up with the customer regarding has same tires on vehicle that came from the manufacturer and the insurance company declined to assist customer. Waiting for the decision from the AM as what can be done if anything.
The customer left writer a message on writer s voice mail ; he customer asked what was the outcome on his case, the last the customer heard writer was going to reach out to an AM. The customer was asking if there was any resolve regarding the possibility of reimbursement or some kind of assistance.
Writer returned the cusotmer s phone call and advised the custome had sent an email to the AM and was waiting on a response from the AM. Writer advised writer would contact the AM to make sure he received writer s voice mail.
Narrative line 394-399 has errors writer returned the customer s phone call and advised the customer that writer had sent an email to the AM, and writer is waiting for a response from the AM. Writer advised the customer that writer would contact the AM by calling to make sure the AM had received writer s voice mail.
Writer received email notification from JB the AM and it came back as declined. Writer will notify the customer.
Writer contacted the customer and advised the customer the AM did decline the repair reimbursement, writer apologized and advised the customer writer has to follow the chain of command writer advised she would see if there is another avenue the customer could pursue, but I did doubt that, but writer would not close the door entirely she would check and call the customer back if she has any additional information. The customer advised writer he was looking into purchasing a truck and it was a toss-up between Ford and Chrysler and now there is no longer any question his decision is to go with a Ford product.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM8 EC[redacted] | **Open Date** | 09/15/2014 | **Built Date** | 11/11/2013 | | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/12/2014 | **Mileage** | 1,589 | **Dealer Zone** | 71 | LOS ANGELES | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |
| **Dealer** | 52912 | GLENN E THOMAS COMPANY | | | | | |
| **Dealer Address** | 2100 E SPRING ST | | | | | | |
| **Dealer City** | SIGNAL HILL | | **Dealer State** | CA | **Dealer Zip** | 90755 | |
| **Owner** | [redacted] | | | | **Contact Type** | TELEPHONE | |
| **Address** | [redacted] | | | | **Home Phone** | [redacted] | |
| | TORRANCE CA 9[redacted] | | | | **Country** | UNITED STATES | |

| | |
|---|---|
| Dealer - Sales - Transaction - Other - Default | Customer frustrated with long wait in sales process |
| Corporate - E-Reimbursement - Default - Default - Default | car payment |
| Product - Electrical - Unknown - Other - Default | forward collision not working,repainted passenger door,piece missing |
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | lights on for traction control and forward collision warning systems |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | radio pre-sets for both FM and satellite were gone |
| Product - Engine - Unknown - Other - Default | smell coming from under hood |
| Product - Electrical - Cruise Control - Other - Default | speed control switch needs replaced. |

Briefly summarize why the customer is contacting Chrysler: The customer states they were at the dealership for 7 hours just making the purchase. The customer states they walked around the vehicle and everything looked fine. The customer also test drove the vehicle. The customer states they finished the paperwork and the salesman went back and told them they took the wrong car back to detail. The customer states is was a long frustrating day. After the vehicle was detailed they put the fuel in the vehicle. The customer states as they brought the vehicle into the lot he noticed that on the passengers door there was a haze that looked like someone had waxed the vehicle and forgotten to remove the wax in one spot. The customer thought the vehicle must have been waxed and they just missed a spot. The customer states she tried to remove the spot. The salesman came over and ran back to the garage and he was trying to get the spot out and it would not come out. The Sales Manager then came out and they brought some spray out and they could not get it to buff out. The customer was told to come back next week and the head detail person would be in. The customer states they said if they cannot fix it they will repaint it. The customer said he was very tired when he left the dealership. The customer went back a week later on a Monday. The customer went back to the purchasing dealership a week later and told the customer it was in the paint and they would have to send the vehicle to

be repainted. The Sales Manger told him they could not swap the car out and they would have to repaint it. The customer was told it was a very professional place and the job would be done right. The customer states he then had to bring the vehicle back the following week. The customer had a firm ware upgrade that was done while they sent the vehicle out to paint. The customer was provided a rental vehicle and he had to pay out of pocket for the insurance on the vehicle. The customer paid $78. for insurance on the rental. The customer went to pick the vehicle back up after the paint was finished. The customer took the jeep to work and he looked at the windshield wiper arm and the cover was missing on the passengers side. This was labor day weekend and waited till the following Tuesday and called the dealership. The customer states the forward collision did not seem to work properly. The customer states before the vehicle was painted it seemed to work properly.
The customer started testing the vehicle for when the chime would activate and it was within three feet and there was no warning signal. The customer states he called the dealership back and they took a test drive with the service tech. The service tech drove the vehicle
The customer returned to the dealership to have the piece put on the windshield and they tested the vehicle for the forward collision warning and it still was not working right. The customer states the tech got in the vehicle with him. The customer showed the tech and they got within three feet and there was no warning. The tech states that he agrees that the forward collision was not working properly and they opened a star case. The customer called them a week ago and the dealership is still checking on this. The customer called today. The customer was told a tech went into another vehicle and it was working properly. The customer was told today that he would have to drop the car off and leave it for a couple of days for them to work on.
The customer states he has been back to the dealership for paint and windshield wiper issues five times already and now has to go back again for another repair. The customer states that he now has to bring the vehicle back again and rent another vehicle and pay more money out. The customer states he has had it now and it feeling like he is driving an old vehicle that needs constant repair. The customer states they bought this as he wanted to keep the vehicle for a while.
The customer states he has been a loyal Chrysler customer to the dealership and to Chrysler. The customer states he feels they should have switched the vehicle out. Customer states he is fed up.
Customer has owned three Chrysler products in the past.
The customer is bringing the vehicle in Monday Sept. 22/14 around 9:30. The customer will call back and have the file advanced once the vehicle is at the dealership.
Briefly summarize what the customer is expecting: The customer states that he is not happy with the performance of the vehicle.
Agent is requesting survey bypass. Vehicle needs to be diagnosed. Customer stated he is dropping his vehicle off at the dealership first thing in the morning tomorrow. Customer stated this is the 3rd time he will be bringing his vehicle back to the dealership for repairs.
Customer stated the forward collision is not working. Customer stated he brought vehicle in on 09/03/14 and dealership could not diagnose problem. Customer stated he has been told by dealership that vehicle will need to stay at dealership for another few days. Customer stated he is very frustrated that his new car has had so many issues. Customer stated he feels the dealership should be trading in his vehicle for a new one. Customer stated vehicle has already been at dealership for 5 days 08/29/14 for a paint defect. Customer stated dealership covered his Enterprise rental fees but customer had to pay $74.95 for insurance. Customer is seeking reimbursement for insurance costs. Writer advised customer that if dealership does not provide customer with rental tomorrow to call us back and rental through Chrysler will be considered. Writer advised that a case manager will be in contact with him within 1 business day.
***REQUEST FOR SPECIAL HANDLING***
NIC of TL consulted: JR1305
Reason for special handling request: 3rd trip to dealership

Current location of the vehicle: Will be dropped off at dealership first thing in morning
Date of last repair attempt: 09/03/14
Customer s preferred method of contact: telephone
Customer phone number (Morning): [redacted] preferably anytime after 1pm pacific time
Customer email address: [redacted]
Dealer code (if applicable): 52912
Dealer personnel involved (if applicable): SA Frank
Assigned case to 88F for Special Handling
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
* * * * * CASE MANAGER TEAM - District O * * * * * *
In Warranty or OOW:
MVP (Active): No MVP
Ownership history: 3
Original or Current Owner: Original
Customer had issues with paint job when he purchased vehicle and it was sent to be repainted. Customer states forward collision did not seem to work properly and it was tested within 3 feet. STAR case was opened. Customer states wiper arm and the cover was missing on the passenger side of windsheild. The customer states he has been back to the dealership for paint and windshield wiper issues five times already and now has to go back again for another repair. The customer feels the dealership should be trading in his vehicle for a new one. Customer wants reimbursement for insurance he paid out of pocket. Customer seeking rental.
Writer spoke with Service Advisor Berto in Service. Berto says that none of customers warranty is expired on the dealership side. SA is Friank.
Writer then spoke with SA Tony. SA let writer know customers vehicle is in for collision warning not working
The customer is 'IN WARRANTY' for everything but VIP says everything is expired. Writer called dealership and everything is ok on their side.
They say customer is in warranty for everything. (BASIC, POWERTRAIN, ETC.)
Writer will follow up with dealer and customer no later than Friday, 09/26/2014.
Status update provided via email to the following email address: [redacted]
Hello, my name is Angel and I have been assigned as your case manager. This email is confirmation that your case, [redacted] was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted], within the 1-2 business day and no later than Friday, 09/26/2014. My office hours are 9:30am 6:00pm (Mountain Standard Time). My contact information is 800.763.8422 EXT 40559. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Customer seeking rental assistance because customers vehicle in dealership for 3rd time diagnosis. Contacted Service Advisor, Tony at 52912 to
discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by CAC.
Agent attempted to contact dealer Service Advisor Tony, however, SM not available. Left message for a return call at extension 40559.
The reason for the dealer contact was to provide or request the following information: To get an update on customers vehicle? WRiter will follow up next week no later than Wednesday, 10/01/2014 if writer does not hear from SA.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40559. The reason for the customer contact was to provide or request the following information: To let customer know writer request callback from customer regarding updates on vehicle. WRiter let customer know that as policy we would help with cost assistance or reimburse for the rental vehicle itself but

we don t help with insurance on a rental and we don t reimburse for insurance costs on a rental vehicle. Writer left CM contact information. Writer will follow up with customer no later than 10/01/2014, Wednesday.
******
Customer stated he called the number in the email and advised he would be sleeping today and his next day off will be Sunday. Customer stated he called on Wednesday leaving another message. Customer stated an hour ago he was sleeping and by the time he got to the phone no one had been there. Customer stated he has been trying to call since three o clock. Customer stated he waited on hold, the phone rang and then went silent so he hung up and tried again.
Customer stated he wanted to be reimbursed for the rental car. Customer stated he has a rental car this week. Customer stated he has to go to work tonight and would like to speak with the CM. Customer stated the message she left stated Chrysler will not reimburse for the insurance. Customer stated this is a brand new vehicle and should not have to pay for anything. Customer stated he paid for the insurance in case something should happen.
******
Writer advised the customer would have to speak with the CM to see if the decision can be change. Customer stated he will only be home for 45 minutes and then will not be able to speak with the CM as he will be going to work.
Writer transferred the call to the CM for further assistance.
MR[redacted] called back for CM AG1365, returning CM s call. Customer works the graveyard shift for an ambulance service; customer sleeps during the day and missed CM s call earlier today. Customer tried to call AG1365 back immediately, but was unable to reach her, or another agent (pressed '0'); the system would not connect to anyone. Customer was eventually able to leave AG1365 a voicemail but didn t know if it was understandable or coherent. Writer warm-transferred customer to CM AG1365 for further assistance.
Writer spoke with customer. Customer says that when he purchased vehicle he wanted to make sure there were no defects and went over the vehicle with a fine tooth comb. Customer says the paperwork took awhile and the dealer had a detail guy take it back to detail it and the guys took the wrong vehicle to detail and they had to come back and get his vehicle, it took half of the day for them to detail and then they filled it up with fuel. Customer says they did something to the paint and it was not wax and there was some kind of haze on the vehicle. SM tried to wipe it off and some of the service personel tried to wipe it off and it would not come out. SM says it was a defect in the paint and he would have to come back for them to repaint the door. Customer says he asked if they could just trade the vehicle for another one and they told him they could not do that. Customer says he likes this dealership and the service personel at GLENN E THOMAS DODGE CHRYSLER JEEP. Customer says a leaf fell on his windsheild and when he went to pull the leaf out he noticed he was missing the cover for the windsheild wiper assembly and you could see the bolt. Customer says on the drivers side he noticed it was loose and he put it back on correctly. Customer says he notices while driving the collision warning was not working. Customer says he would be behind someone that would make a right hand turn and would stop and it was not alerting customer he was getting to close to people. Customer says there were a couple of codes a little off and so he erased them and everything seemed ok. Customer says he tested it and got as close as a half a car length away from someone and it was still not alerting him he was to close to someone. Customer took it back to the dealer and he had the Service Advisor test drive the vehicle with him and he kept accelerating until he was about 4 ft or closer to someone to show him there was no warning. SA let writer know he was not sure why it was not working? Customer showed SA the videos showing when it should warn a cusotmer when driving. Customer says they opened a STAR ticket. Customer says he dropped the vehicle off for the 2nd time on Monday, 09/22/2014 and the dealership still has the vehicle. Customer let writer know the issue he has is that he had to get the rental place $15.00 a day insurance in order to protect themselves just in case something happens to the rental

vehicle so he won t have to repair that vehicle. Writer let customer know Chrysler does not reimburse the rental vehicle insurance but will consider 1-2 car payment or looking for a good MVP to add to customers vehicle. Customer says when they start pulling stuff apart its not factory sealed and the vehicle is never the same. Customer says that he tried to get them to trade this vehicle within a week of getting this vehicle and the Sales people told the customer this is not something they will do. Customer says this is only the 4rth vehicle he has ever bought and he does not go to IRF to get service done. Customer is very upset because they should have never let him leave the lot. Customer says he did not mess the paint up and so this is not his fault. Customer says the Sales Manager Steve Henderson. Service Advisor Frank is customers friend and set him up with the Fleet Manager Jim Henderson, but his sone the Sales Manager dealt with customer. Customer says Steve witnessed the defect in the paint. Service Advisor Frank has witnessed the Collision control Alert not working and the paint being messed up. Customer says the vehicle has been in the shop a total of 15 days. Customer is extremely upset and has alot of health issues and was so upset he was almost crying because he says he does not need this on top of everything. Customer says he works 12 hour graveyard shifts and is alway in pain and works hard for his money and has just had it. Writer let customer know writer will contact the General Sales Manager to see if they will trade this vehicle for the customer and if they give writer the same answer stating they won t trade this vehicle out writer will contact AM SLW5. Customer gave writer his work shift for the coming week. Writer will attempt to contact customer on Monday, 09/29 or Tuesday, 09/30/2014 after contacting GM\AM. Writer let customer know writer will continue to contact SM regarding repairs.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40559. The reason for the customer contact was to provide or request the following information:
To let customer know writer contacted some of my resources and that his case was chosen by the Special Handling department. Writer let customer know this is a good thing and they can help him with more resources than writer can. Writer let customer know writer will transfer customers case over to our Special Handling Department and he wil be contacted within 2-3 business days by a Case Manager from this department. Writer let customer know if he has any questions he can contact CM.
Status update provided via email to the following email address:
[redacted]
I am sending this email to let you know I contacted some of my resources and your Case has been chosen by our Special Handling department. I wanted you to know this is a good thing and they have more resources than I do and can help you further with the issues you are experiencing. I am transferring your case over to our Special Handling Department and a Case Manager from this department will contact you within 2-3 business days. If you have any questions feel free to contact me at 1 (800) 763-8422 XT. 40559.
End of Status Update
Customer called in - he works midnights and will not be available after Tuesday. The customer is requesting a call back before he has to return to work. He is very frustrated with this whole process because he just bought the vehicle and has had to go to the dealership 6 times. He has been without the vehicle for a total of 2 weeks since he bought it. The bank has already taken the payment out for this vehicle.
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Writer left message for Adrian, Service Manager (SM), asking for return call.
MR[redacted] calls to speak with their Case Manager SH950. Case manager was not available. Writer warm transferred the customer to LK237 at Ext 40614.
Customer made contact and expressed his frustrations about all of the repairs that have been needed since August. Customer is in a rental vehicle but advised that he paying for insurance to protect him should the rental be damaged. Customer also shared his experience of going to

the dealership with the forward warning system and that the tech from the dealership was not educated about the system. Customer stated that he is very loyal to the brand and the dealership. Customer has been working with the dealership for 10 years. Writer explained advantages of ECS program. Customer also stated that he wants to get another vehicle. Customer gave example of another dealership and another brand where the vehicle can be returned within 5 days. Customer also advised that has medical concerns and works nights that are adding to his stress about having problems with a new vehicle. Customer also expressed his frustrations of waiting during the sales process. Customer stated that there was a spot by the drivers side handle where the vehicle was detailed and he thought it was wax but it was a paint defect. Customer feels because of this repair he no longer has a new vehicle. Customer gave writer permission to place him on hold and contact the dealership for update about the repair.
Writer contacted dealer 52912 GLENN E THOMAS DODGE CHRYSLER JEEP Dealer Phone : 562-426-5111 and requested to speak to the SM.
Writer spoke with SM Tom. Dealership has two SM, Adrian and Tom. Writer advised that the dealership will contact the customer and go the status of the vehicle and that they will update his CA and she will also contact him by the end of business today. Customer will talk with dealership and be able to make an informed decision on moving forward on what steps to take next. Writer provided customer with CA contact information. Writer went over option of moving forward with repairs and CA providing reimbursement of payments while customer was out of the vehicle and also a SC or having vehicle reviewed for the replacement process.
Status update provided via email to the following email address: [redacted]
We are contacting you on behalf of your Case Advocate Shari as she is not in the office today. She will contact you tomorrow the 2nd.
Her number is 800-763-8422 ext. 40677
End of Status Update
Frank sa called to advise that the customer vehicle was compared to other like vehicles and found that the vehicle is as designed. Per Frank sa vehicle drives as designed, customer will pick vehicle up today. Frank sa advised writer that the customer was in a rental for 5 days. Writer advised Frank sa to use the reference number for the RA.
Writer called [redacted] spoke with customer who advised at this point the vehicle seems to be working the same way as a like vehicle. Customer was asking about the payment reimbursement provided the information via email needed for reimbursement. Customer was promised a MAX care SC current miles are 945 but will need to confirm at the next call on 10/7/14 Customer prefers to be called on Monday or Tuesday as he works nights.
Status update provided via email to the following email address: [redacted]
To review the goodwill assistance we discussed, I will need you to send the following:
Monthly statement indicating how much your monthly payment is, and what vehicle you are paying for.
Proof of payment. Typically, this is a copy of the cleared charge from your bank account. If you pay with a Money Order, it is the detachable receipt.
**Please feel free to black out any sensitive information, including the full account number and any additional charges you do not want seen. **
You may fax the documentation to Shari s attention at 801-736-3929.
Please include your case number, [redacted] She will follow up with you after the documents have been received.
End of Status Update
[redacted] called requesting to speak to CA SH950 . Writer advised customer that CA SH950 is currently unavailable. Customer called to verify the fax # 801-736-3929 is correct. Customer faxed document on 10/8/14. Writer advised customer that writer will request CA SH950 call customer back as soon as possible.
****** Below Customer Contacted for Documentation Request ******
pr628@chrysler.com on 2014-10-09 @ 18:59

***** Customer Document Received *****
Writer called customer to advise the documentas were received and CA will process the reimbursement. Customer was promised a MAX care SC and the miles are 1021
Writer reviewed documents. Still need something showing the required minimum payment, such as the sales transaction paperwork.
Call to customer [redacted] Explained we need a copy of the sales transaction. Customer states he will fax the information.
Customer asked about the service contract. Writer advised that his CA would be handling that request.
****** Below Customer Contacted for Documentation Request ******
rf766@chrysler.com on 2014-10-15 @ 17:43
***** Customer Document Received *****
Status update provided via email to the following email address:
[redacted]
We received your other documents and it looks like we have what we need. I will get the process started for submitting the check and will contact you by the end of the week to go over everything.
End of Status Update
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
If this is a Recall or Extended Warranty, enter the campaign number.
If this is for a previously made goodwill decision, what is that CAIR #?
Enter the Mileage at the time of the repair.
Enter the Date when the repairs were completed.
What is the total cost of the Parts to be reimbursed?
What is the total cost of the Labor to be reimbursed?
What is the total Tax to be reimbursed?
What is the total amount being reimbursed?
****End structured narrative T2 - eReimbursement
****Begin structured narrative T2 - Vehicle Payment eReimbursement
What is the reason(s) for this reimbursement?
Multiple concerns with vehicle
How many vehicle payments are being reimbursed?
1
What is amount of the monthly vehicle payment?
$526.51
Has this customer had previous vehicle payment reimbursements?
No
If previous, how many?
N/A
What is the total amount being reimbursed?
$526.51
****End structured narrative T2 - Vehicle Payment eReimbursement
Check has been submitted for approval.
Status update provided via email to the following email address:
[redacted]
I completed everything in regards to your check and have submitted it for processing. I will contact you the first part of next week.
Have a good weekend
End of Status Update
Writer contacted customer at [redacted] and was asked to contact him later in the week as he was at work and could not talk.
Writer advised customer that a follow-up would be made on 10/31 and was informed that it was his day off.
Writer contacted customer at [redacted] and advised customer that the items for the check were in and that we don t usually provide reimbursement and a SC, but that writer will look into the possibility.
Writer asked how many miles they will likely put on the vehicle per year.
Customer stated that they have short commutes to work and that their 2004 Ram dually has less than 70,000 miles on it. Customer stated that they might need to take the vehicle back in as the radio pre-sets for both FM and satellite had gone which was a little while after the vehicle had been returned from getting painted. Customer stated that he noticed that the light had come on for the forward collision warning system and he had tried multiple things from the owners manual to reset it, but then did go

off and back on a different day. Customer stated that the remote start options for the horn etc were all still working as normal, but that the light for the traction control had come on the console and was not sure if they were related.
Writer asked customer when he would be able to take vehicle in and would have our TS s get involved with the dealership to address the concerns.
Writer asked if there will come a time when someone will say that it has been enough and give them another vehicle.
Writer advised customer that the case can be sent to a CAIR Analyst Team for an initial overview and can take 5-7 business days and we would just put the offers on hold for the time being.
Customer stated that the dealership is 20 miles away and can take anywhere from 30 minutes to 1 hour depending on traffic and is hard on their schedules and his back. Customer stated that he may try to call the SA, Frank, about trying to get vehicle in on Friday to check to see if there are any codes for them to be able to work with and if so, he may leave vehicle if needed, otherwise will take vehicle back home. Customer stated that he is off on Thursday and Friday and could be contacted after Thursday afternoon if needed.
Writer advised customer that if no contact from him or the dealership is received prior, that a follow-up would be made about the SC and for which direction customer is wanting to go.
Customer Document Reviewed.
Customer called in stating 3 warning lights started going off on the vehicle and when driving around corners in the grocery store parking lot, customer felt as though the rear end of the vehicle was dragging. The warning lights going off in the vehicle include the MIL, the Electronic Stability Control warning light, and a 'Service air suspension' light. Customer is very disappointed and feels as though these issues are becoming a huge headache, as his schedule does not allow him to get to the DLR easily. Customer wants to know if he should drive the vehicle. Advised that agent cannot advise him to drive it as agent does not know how serious these issues could be. Consulted DF314, advised rental can be looked into however as CM does not work weekends we cannot get authorization. Advised reimbursement could be looked into so long as he gets a 35 dollar per day CDJR vehicle. Customer understood and states he will try to get the vehicle to the DLR on Monday.
Customer is seeking a rental for tomorrow. as he has to get his child to school for 8 am.
Briefly summarize why the customer is contacting Chrysler: customer is calling about an on going issue with the vehicle. Customer states the lights are still on. Customer states he will attempt to get the vehicle to the DRL on Monday but will attempt. Customer states the 2 warning lights came back on with a 3rd warning lights stating it need to be serviced. ESC, forward collision, and now the suspension servicing light came on. Customer states when turning slowly in a parking lot the back end started to jumping and sounding like the brake was locking. Customer states tomorrow he will have to stay up in order to take care of the issue as he normally sleeps as he finishes work at 6 am. Customer states the tech advised customer even though the codes states nothing wrong the tech believes there is an issue.
Briefly summarize what the customer is expecting: Customer is seeking assistance with getting the issue resolved. Agent advised customer agent will document the current situation. Agent advised customer agent has inputted the CM callback. Agent offered to transfer the customer to the CM line to leave a message.
Briefly summarize why the customer is contacting Chrysler: Caller contacting CAC seeking assistance with his concern. Caller seeking to speak to CM Voicemail.
Agent was calling CM and it says you can leave message but just hangs up on you. Agent advised caller. Agent offered to write down the message he wants to make.
Caller advised that he is having issues with ESC, FCW and Air Suspension. Caller advised all lights come on and off as they please. Caller advised vehicle has been jerking and the tired feel like they lock up. Caller advised that it happens when turning. Caller advised he is asking for CM

callback tomorrow morning. Caller advised he will be available anytime after 6:30 am (9:30 am EST).
[redacted] called requesting to speak to CA SH950 . Writer warm transferred customer to CA for further handling.
Customer stated that he dropped the vehicle off to the dealership this morning. Customer reiterated the information received over the weekend and asked to have the case escalated for possible replacement because of the issues that have been going on as well as the new one from the weekend with the vehicle jerking and locking up. Customer stated that when he took the vehicle into the dealership this morning that he could smell something that was like plastic had been overheated, but not quite burnt. Customer stated that he had his advisor come out and he could smell it as well.
Writer advised customer that his case would be escalated and can take 5-7 business days and they would look into any possible reimbursement as had been previously discussed, but if the vehicle did not qualify, that the case would be sent back to writer for repair resolution. Writer stated that the dealership would be contacted first so that the we can get our TS s involved in the meantime.
Customer asked if there was something that can be done for his SA, Frank, as he has been great to work with and has genuinely felt for his circumstances both with the vehicle and his personal concerns.
Customer was advised that writer would see what can be done about that request as well.
Customer is seeking replacement.
What s the main concern? number of various concerns
If known, how many repairs and/or dealer visits for concern? 6
If known, how many days down? about 3 weeks
Describe previous offers made: car payment reimbursement and Service Contract
Writer contacted Frank, SA, who confirmed that the customer concerns were present when brought in this morning and that the tech was in the process of looking at the vehicle.
Writer advised SA that we want to send the case to the TS s as soon as possible.
SA stated that he would call when the diagnosis is complete and would prefer to wait until it was all ready before escalating case.
Writer left message for Frank, SA, for update on diagnosis.
Writer assigning case to 91L for replacement vehicle consideration.
********** 91L Review **********
Frank, SA, had left message on 11/3 that they had tested the system and found that it needed a new steering column. SA stated that the part is not in stock and so they got one from another dealership and were in the process of repairs now. SA stated that they will road test the vehicle tomorrow and feels that this should resolve the customers concerns as they are all tied into the same systems. SA stated the current mileage is 1,589.
The customer called in about compass setting for the vehicle.
Agent helped the customer to reset the vehicle media center and the default setting came back up.
The customer states that the oil changed indicator was not reset after the oil change was done. Agent went through the steps to reset the oil change light as well with the customer. The customer did finally get the oil change light reset.
The customer is very frustrated at this time with the vehicle. The customer states is has been one thing after another with the vehicle.
The customer should be in bed sleeping as he works the night shift. The customer was very appreciative of the help given to correct the compass and reset the oil change function so he did not have to go back to the dealership.
****ATTENTION CUSTOMER CARE AGENT****
This customer has contacted Customer Care seeking Lemon Law buyback/replacement. Preliminary research has determined this vehicle warranty history does not merit further review. Please continue case management in an attempt to resolve the customer s

concern and/or issues.
Customer stated he will have to bring vehicle back tomorrow because the warning are coming back on again just got into the vehicle again and the check engine light is on. And if it does not go out with normal driving then it needs to go back to the dealership and check engine light has stayed on steady with everything he tries to do.
Customer stated he will have to bring vehicle back tomorrow because the warning are coming back on again just got into the vehicle again and the check engine light is on. And if it does not go out with normal driving then it needs to go back to the dealership and check engine light has stayed on steady with everything he tries to do.
Customer called to speak to CM SH950.
Agent transferred customer to speak to CM SH950 phone number 800-763-8422 extension 40677and there was no answer and could not leave a voice mail.
Agent advised customer that we were unable to reach CM and customer requested to leave a voicemail.
Agent advised customer that I would document in the file that they would like a call back and that he has to take the vehicle back to the dealership tomorrow.
MR [redacted] called to speak with their Case Manager. CM was not available. Writer warm transferred the customer to BB113 at ext 40517.
Customer wanted to let the CM know that the check engine light come on when they were driving the vehicle on 11/09/14. They were using the cruise control. It would lose speed. I would not keep the distance between vehicles. The light come on that stated that the cruise control needs to be serviced. They shut off the cruise control. The light shut off. They tried to use the cruise control it worked and kept it distance between the vehicles that they had in front of them. When they did not have a vehicle in front of them the vehicle did not keep the speed the lights have come on. The customer does have a rental. This is the 4th rental that the customer had. Customer stated that they would like to have the CM call them in the mornings 6:45 AM -8:00 AM PST. It is oaky to leave a voice mail for them. If it s during the day. Customer does work nights.
CA contacted dealer 52912 at 562-426-5111, spoke with SA\Frank who stated that the vehicle is at the dealership and they are going to be diagnosed. SA\Frank speed control switch needs to be replaced and they are getting the part this going to be in today. SA\Frank stated that he will contact CA with the diagnosis when he gets it. SA\Frank stated that he so far doesn t need Star assistance.
CA contacted the customer at [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40509. The reason for the customer contact was to provide or request the following information: Dealership replacing speed control switch and diagnosing further. CA stated next follow up will be 11/13/14.
CA contacted dealer 52912 at 562-426-5111, spoke with SA\Frank who stated that the sensor is replaced and the SCR was replaced and the A\C is working normally. SA\Frank stated that the vehicle should be done 11/14/14 and the only other number he has for the customer is [redacted] which is the home phone.
CA contacted the customer at [redacted]. Customer stated that he doesn t trust the vehicle and still wants to do buyback. CA referred the customer to his blue and white book or to go to his attorney general. CA stated that the review process sent the case back for warranty repairs and our goal is to get the vehicle repaired because he is already invested into it. Customer stated that he just wants someone to fight for him and stated that he wants a different vehicle. CA stated that dealership will be contacted to see if the dealership can look into a replacement or trade in for the customer and will let the customer know 11/14/14 if any new information has been acquired.
CA gave no promised but stated that CA would try for the customer.
CA contacted dealer 52912 at 562-426-5111, CA left a message for SM stating that customer is looking at getting a different vehicle and CA asked if the AM could offer any assistance to the customer due to the repetitive trips and repairs to the vehicle. CA left call back

information, VIN, customer s name and case number.
CA contacted dealer 52912 at 562-426-5111, spoke with SA\Frank and stated that the customer wants out of the vehicle and asked if the AM could get involved for some further assistance in helping with getting the customer out of the vehicle. SA\Frank stated that he would start working on it and CA provided call back information.
CA contacted dealer 52912 at 562-426-5111, left a message for SA\Frank asking if the AM is going to get involved with helping the customer out with getting out of the vehicle.
CA contacted the customer at [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40509. The reason for the customer contact was to provide or request the following information:
CA is still working with the dealership to see if the customer can get out of the vehicle and will follow up again on 11/18/14.
****ATTENTION CUSTOMER CARE AGENT****
This customer has contacted Customer Care seeking Lemon Law buyback/replacement. Preliminary research has determined this vehicle warranty history merits further review. This CAIR is being reassigned to the Resolution Team for further handling and review in an attempt to resolve the customer s concern and/or issues.
**BC has requested we offer a replacement.**
>> A new I2R Case 2[redacted]3 has been opened to further assist customer. Original CAIR number is the same.
**Called customer at [redacted] to inform of the replacement offer and he accepted. I advised that a Replacement Coordinator will contact him in 5-7 business days.
**Customer stated that the vehicle is still at the dealership as it is not drivable and he is in a rental.
Called customer at [redacted] and left message advising I need to confirm his email address to provide an offer letter for his records. Provided direct line for return call.
Customer left message advised phone was off during the day because he was working nights. Confirmed email address [redacted] and advised he would be available to talk Thursday afternoon or Friday if necessary. Customer was appreciative for the call and states he looks forward to the resolution.
****** Below Customer Contacted for Documentation Request ******
js2481@chrysler.com on 2014-11-20 @ 16:14
****sent offer letter to customer for his records via email at [redacted].
***** Customer Document Received *****
Frank, SA, wanted to verify that the repair for the injector clamp was notated previously.
Writer advised SA that there were no notes about it listed.
SA stated that the vehicle was brought in on 11/25 with smoke coming from underneath the middle part of the vehicle and they found that the injector clamp was the cause, but was on backorder. SA stated that the part has come in and they completed the repairs today.
Writer advised SA to contact the department that is handling the replacement of vehicle or Area Manager.
SA Frank called ECS stating that he performed the 181904b1 for CEL, checked for an exhaust leak, and p36 recall. SA states that the flash was 4/10 labor time.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECG0 | EC[redacted] | ***Open Date*** | 09/16/2014 | ***Built Date*** | 04/19/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/15/2013 | ***Mileage*** | 19,682 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***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*** | 43325 | FIVE STAR DODGE-CHRY-JEEP | | | |
| ***Dealer Address*** | 3068 RIVERSIDE DRIVE | | | | |
| ***Dealer City*** | MACON | ***Dealer State*** | GA | ***Dealer Zip*** | 1210 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | MACON GA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Rental Vehicle - Default - Default - Default | Customer requested loaner vehicle |
| Product - Body / Trim / Paint Finish - Seat Belts - Other - Default | Customer states seatbelt chime doesn't turn off. |
| Product - Electrical - Lamps and Switches - Defective - Default | Head lamps go ON and OFF |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer states that the head lamps on his vehicle are going ON and OFF intermittently and the DLR tried to resolve the issue but there was no progress even after STAR was involved in the vehicle repairs
Briefly summarize what the customer is expecting: Customer seeking resolution about the issue
Agent advised customer that he is escalating the case up for case management and a CM will call the customer with in 1 business day with a resolution
Customer also states that his wife was driving the vehicle yesterday and adaptive cruise control was engaged and the system applied brakes for no good reason and the head restraint lamp was blinking at that time
Reassign to 88F for special handling
* * * * * * * * * Case Management - District M * * * * * * * * *
OOW: By 16,318 miles and 23 months left over on warranty
MVP: Active OCS24N
Household: 1 used, 0 new
Agent attempted to contact Dealer, Service Manager unavailable.
Agent attempted to contact Dealer, phone malfunction, call disconnected.
Agent contacted Dealer and spoke to Sever Advisor Brandon who advised that the mileage of the vehicle is 19534. SA advised the Service Advisor working on the case is unavailable. SA advised to contact the SA in charge of the vehicle in 30 minutes, agent will contact accordingly.
Agent contacted customer, Mr [redacted], and inquired about the headlamp flickering issue. Customer alleges this has gone on for 4-5 times and even been in the shop up to 20 days at a time. Customer explained that the headlamps, fog lights, tail lamps will flicker like a fast light switch, and then they will turn off. Customer additionally has had other

problems with the vehicle such as; seatbelt chime and radio issues.
Customer is very upset that this one safety issue has been going on.
Agent informed the customer that Jeep wants to help him, so we will
research this issue and get back with him by 09/19/14.
Correction to line 15, Active 5/36
Agent contacted dealer, spoke to Service Manager Brad. Agent inquired on
vehicle s mileage, which is up to 19,534. SM informed agent that STAR
needs to look at this vehicle. SM noted that customer needs to bring this
vehicle in as soon as possible, and 09/22/2014 is the recommended date.
Agent will update customer on 09/19/2014, to bring vehicle in by
09/22/2014 for diagnosis.
Agent contacted customer. Customer wants some kind of reimbursement
because of their time and inconvenience. Customer is very irritated that
they aren t getting a replacement. Agent informed customer that our
corporate techs want to help with this vehicle, and to bring the vehicle
into the dealer on 09/22/2014.
Follow-up with dealer on 09/22/2014 for update on diagnosis, and check in
with customer by 09/23/2014.
Customer calls to speak with their Case Manager. CM EM1218 is not
available. Transferred the customer to AF787
at ext. 40500.
CUSTOMER CALLED-
Customer stated that he spoke with his CM the other day and just wanted
to verify which dealership he is supposed to go to. Writer confirmed with
CM EM1218 that the dealership that is aware of the customer s concerns is
43325. Customer thanked writer and advised he will let his wife know.
[redacted] called, requesting his Case Manager. Transferred customer
to CM EM1218 at ext 40722.
Customer contacted agent and inquired why Service Manager Brad wasn t
informed of the appointment. Customer is a bit confused and is wondering
why this wasn t fixed already. Customer inquired on loaner/rental, agent
will investigate this. Agent noted that will contact DLR and then
schedule appointment for 09/23/2014.
Agent contacted DLR and Service Manager Brad wasn t available, so spoke
to Service Advisor Brandon. SA advised that agent should speak with
Service Advisor Steve Freeman, as he knows about this particular vehicle,
agent noted this, will advise Mr. Freeman on further occasions. Agent
scheduled an appointment for Mr. [redacted] r for 09/23/2014. Agent will
inquire on rental as soon as possible on next contact with DLR.
Customer: [redacted] calling to speak with CM; EM1218 with customers
permission writer transferred customer to CM s voice mail, as CM is not
currently available.
Agent contacted customer, inquired to see if vehicle was in for
diagnostic. Customer stated vehicle is in for diagnostic and awaiting
repair. Agent mentioned to customer that we will follow-up in 2 days
time, on 09/26/14 to give the dealer time to fix it, then the customer
time to test drive the vehicle.
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40722. The reason for the
customer contact was to provide or request the following information:
Update customer.
Agent contacted DLR, spoke with Service Advisor Steve, got update on
vehicle. SA noted mileage is 19,885. Sa noted the intelligent battery
sensor was replaced, this was controlling the headlamps to turn on/off.
SA noted a ground on the vehicle was not installed, this was fixed. Sa
noted this was not abuse/neglect, nor manufacture defect, just poor
installation from factory. Sa noted the inside lights were flickering,
this was fixed. SA noted they did not need to get in contact with STAR.
Agent contacted customer for satisfaction overview and update on repairs.
Customer was satisfied with the repairs, per his wife s notation. Agent
relayed the information from the recent repair and since customer was
satisfied, asked to closed case. Customer obliged, has no other concerns
at the moment.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM9 | EC4[redacted] | ***Open Date*** | 09/17/2014 | ***Built Date*** | 01/10/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 06/28/2014 | ***Mileage*** | 2,698 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60428 | BETTENHAUSEN CHRYSLER JEEP | | | |
| ***Dealer Address*** | 15941 S 94TH AVE | | | | |
| ***Dealer City*** | ORLAND PARK | ***Dealer State*** | IL | ***Dealer Zip*** | 0462 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | PALOS PARK IL[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Emissions - Unknown - Defective - Default | Customer seeking Lemon Law |

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler seeking to advise that she plans on filing for Lemon Law.
Briefly summarize what the customer is expecting: Customer expecting to advise that they expect to be filing for Lemon Law.
Customer states that they have had problems with the vehicle since they purchased it.
Customer states that the vehicle has been at the DLR for a month.
Customer states that they had problems with the cruise control and the catalytic converter.
Writer contacted DLR and spoke with SM Dan who advised that they did have to replace the catalytic converter and the camera for the Adaptive Cruise Control.
SM Dan states that he has notified one of the owner s of the DLR (Troy), and factory rep (April).
SM Dan states that he has notified the customer that the vehicle is ready.
Writer advised the customer that the vehicle is ready.
Customer states that she is tired of the run around and that she has friends in the auto industry and that she will be sending this up the 'flag pole'.
Writer advised customer that file would be escalated to the proper department.
Customer understood.
**********

AREA MANAGER REVIEW: AM has been involved with this Case w/the DP of the dealership - the current concern was for the cruise control. The RO was opened on 8.25 and closed 9.17th - AM advised the dealer on 9.12.14, that Chrysler would consider offering Trade Assistance on a new Grand Cherokee Summit, as the owner wants another like vehicle. The GSM and DP are working w/the customer - the dealer advised there are trying to find

another like vehicle w/the Diesel engine. The GSM & DP advised the customer last evening (9.17.14), that Chrysler HAS extended an offer to Replace the vehicle, and now it is just a matter of finding the new Replacement vehicle. The owner stated he understood. The DP & GSM are to keep the AM posted in order to move forward/AJE.
**********

Area Manager Review:
GSM has advised that the customer has accepted the Replacement Package offer - ISG to determine the terms. The replacement VIN is EC5[redacted] and the current concern has been corrected on RO #611158. Area Manager to send Package request to CJJ2 for approval to ISG/AJE.
writer called Bettenhausen Chrysler Jeep to get clarification on accessories added to the old and new vehicle, left a message for Mike Sorenson to call writer back....writer also spoke withAM April Eagan regarding the usage fee, she wants the customer to be charged on all miles less 340 miles on the vehicle at purchase.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJG3E[redacted] | | **Open Date** | 09/18/2014 | **Built Date** | 05/12/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/05/2013 | **Mileage** | 22,000 | **Dealer Zone** | 74 | DENVER | |
| **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** | 60412 | CENTENNIAL CHRYSLER JEEP | | | |
| **Dealer Address** | 9980 E ARAPAHOE RD | | | | |
| **Dealer City** | ENGLEWOOD | **Dealer State** | CO | **Dealer Zip** | 80112 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | ([redacted] |
| | PARKER CO [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Reverse Camera - Intermittent or Inoperative - Default | Does not work |
| Product - Transmission / Transaxle - Unknown - Jumps Out of Gear/Park - Default | Won't transition smoothly |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: The customer is calling because she s had ongoing issues with her vehicle. The customer states that she thinks this is a lemon. She states that she s had transmission issues. She states that it won t transition the gears smoothly and it chugs and jerks forward when she brakes. She also states that her backup camera has never worked and she had it replaced and it still does not work. She also states that she s had an issue with her lift gate not working properly. She states that she is still having a transmission issue. Agent called CENTENNIAL CHRYSLER JEEP 60412 a few times but no SA or SM were available to speak to. Agent informed her that her case will be escalated up and someone should get in contact with her.
Briefly summarize what the customer is expecting: The customer is expecting to have her ongoing issues repaired.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 7[redacted]
Customer email address for case updates: c[redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? (es
If a CDJ dealer has diagnosed, what is the dealer name or code?
CENTENNIAL CHRYSLER JEEP 60412
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N * * * * * *
Original owner: Yes
Household: 1 new; 0 used
MVP: none
Within all Warranties

Status update provided via email to the following email address: [redacted]
Hello, my name is Mariah and I am contacting you on behalf of your case manager, Kodie. This email is confirmation that your case, [redacted] was successfully escalated to her. After she reviews the details of your case she will be calling you at your preferred number [redacted], within the one business day as promised. Her office hours are 11:00 AM 7:30 PM (Mountain Time). Her contact information is 800.763.8422 EXT 40604. If your preferred telephone number mentioned above isn t correct, please reply with the correction. (Please ignore the system generated message below).
End of Status Update
Writer contacted dealership and spoke with SA Chris who stated that the customers vehicle was in the dealership on 9/03/2014 and that the dealesrhip was not able to duplicate the issues with the transmission and that the customers back up camera was replaced, and the brake booster recall was completed and that the RRT was completed as well.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40604. The reason for the customer contact was to provide or request the following information: Get customers expectations and see what the customer is planning on doing at this time, advise the customer to get the vehicle into the dealership for a diagnosis.
Customer left a VM stating that she was advised that a call back would take place in a few days and the customer would like a call back as soon as possible. Customer left contact number as [redacted].
Customer called and stated that she took her vehicle into the dealership and that it was there all day. Customer stated that the service is terrible and that she feels that nothing is being done. Customer stated that she personally knows the owner of the dealership. Customer stated that she is still having issues with the transmission and the back up camera and that the dealership stated that the front eye sensor could not be repaired but that it is now. Customer was informed that Chrysler would provide a rental vehicle for a day while the issues are addressed and that the customer needs to make an appointment for a diagnosis and a test drive. Customer understood and was advised that a call back would be made next week.
Writer contacted dealership and spoke with SA Chris who stated that the customer does not have an appointment and was last there 9/03. SA was thanked and phone call was disconnected.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40604. The reason for the customer contact was to provide or request the following information: Advise the customer that if the customer has not called back by tomorrow then the customers case would be closed due to no appointment. Cusotme was provided brand number and advised that they are a valued customer.
****** Below Customer Contacted for Documentation Request ******
[redacted]com on 2014-10-07 @ 16:11
Customer called and stated that the dealership will not call the customer back at all. Customer stated that she is trying to get another vehicle but that she does not wants a Chrysler vehicle. Customer stated that she would like to know her options. Customer was informed that she can work with the dealership and then the customer inquired about getting her vehicle replaced and was advised to refer to her blue and white handbook. Customer stated that she can have her case reviewed if she would like. Customer stated that she will work with another dealership to trade the vehicle in. Customer would like to send in pictures of her back up camera and was advised that a follow up will take place within a few days. Customer understood and wants it documented that the service at Dealer 60412 was completely unsatisfactory.
Customer left a VM stating that she has been waiting for an update. Customer stated that she would be trading her vehicle in for a Lexus but that she would like a vehicle payment reimbured. Customer requested a call back at [redacted] so that she can be updated as to what can be done.
Customer called and stated that she would like to have a vehicle payment

and that she would be trading her vehicle in. Customer was informed that her case could be sent for review but that a vehicle payment was no longer an option, customer stated that she thought that her case was being sent for review two Weeks ago. Customer stated that she was not satisfied with agent and that she had her lift gate come open on the highway and that she lost her sons saxophone as well as his back back which hit another vehicle. Customer was advised that the CM was under the impression that the customer would be trading her vehicle in and that the customer did not request that the case be reviewed. Customer stated that she is completely dissatisfied and stated that nothing has been done. Customer requested to speak with a supervisor as she feel that there has been a miscommunication. Customer stated that agent was inexperienced, writer attempted to descalte the phone call and customer would not allow agent to speak. Writer warm transferred call to supervisor MG1439 Ext: 40638.
******IMMEDIATE SUPERVISOR******
Customer was transferred to an immediate supervisor at ext. 40638. Customer advised that there has been nothing done for over a month regarding the case. Customer alleges that the lift gate opened on its own while driving. Customer also alleges that the interior light will not go off in the vehicle. Writer advised that she first contacted Customer Care on 9/18/2014 and has not taken the vehicle to the dealership for diagnosis. Customer alleges the dealership never returns calls to make an appointment and that the customer will not be inconvenienced by driving a rental. Customer also advised of working with Lexus and trading the vehicle for a non-Chrysler product. Customer s only request was one vehicle payment and writer declined due to not compensating for inconvenience and the customer not willing to work with Customer Care or an authorized Chrysler dealership. Writer requested to work with the customer on repairing the vehicle. Customer insists on not owning the current vehicle any longer and requested to have it replaced. Writer advised of sending the case for replacement review. Customer advised that the customer does not have time to wait for the review and that it should have already been done through the Case Manager. Writer advised of lines 80- 85. Customer advised that the Case Manager offered the payment but the customer did not accept it at that time. Writer reiterated that Customer Care and the Case Manager are willing to work with the customer on repairing and diagnosing the vehicle and the customer declined again. Customer requested to speak with writer s supervisor immediately based on the writer declining payment reimbursement. Writer stated that the immediate supervisor is not currently available and requested a callback. Customer accepted and advised that the best time to call is after 2:00pm MST at 720-26-1315.
[redacted] called requesting to speak to another CM . Writer warm transferred customer to CM JG1965
for further handling.
Customer called the writer. Customer asked what we would be willing to do in compensation for her lost items mentioned in the case notes as her rear gate fell open while driving. Writer asked if the customer had taken the vehicle to a dealership to get the gate looked at. Customer stated that she took the vehicle in and they could not duplicate the issue. Writer stated that we could not offer any compensation as the issue was not duplicated. Customer became angry and threatened legal action. Customer also stated that she is taking the vehicle to a dealership right now. Writer will call the dealership to see if an appointment or a diagnosis has been made.
[redacted] called, requesting a supervisor. Line disconnected while writer attempted to locate a supervisor.
***Supervisor call***
Writer contacted customer on 7[redacted] and was informed that customer never received a callback as promised. Writer informed customer that both MG1439 and JG1965 have spoken with the customer today, and customer was suppose to take the vehicle into the dealership. Customer informed writer that a supervisor callback was promised after 2 today, but customer never received it. Writer placed customer on hold to review the notes, when writer got back on the line, customer was speaking with someone else.

Writer asked if writer can follow up with customer within half an hour, customer agreed.
Waiting for corporate response before contacting customer.
Writer contacted CENTENNIAL CHRYSLER JEEP. Receptionist advised that the service dept closes at 6pm. Writer advised a callback would be made tomorrow.
Per AM, no offers will be made for 'inconvenience'. CAIR to be closed.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM2 | EC[redacted] | ***Open Date*** | 09/24/2014 | ***Built Date*** | 01/06/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/31/2014 | ***Mileage*** | 2,469 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 42081 | CROWN DODGE | | | |
| ***Dealer Address*** | 6300 KING | | | | |
| ***Dealer City*** | VENTURA | ***Dealer State*** | CA | ***Dealer Zip*** | 3003 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | ROADSIDE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | SANTA BARBARA CA x | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default | |
| Corporate - Survey By-Pass - Field Call or Email - Default - Default | |

Roadside Assistance Contacted - DATE : 2014-09-23
Road Side File Created 09-24-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
1014 SANTA BARBARA ST 6300 KING
E CARRILLO ST
SANTA BARBARA VENTURA
CA USA CA
FRONT COLLISION WARNING LIGHT ON,, TRANSMISSION,,,
DEALER CODE : 42081 CROWN DODGE CHRYSLER JEEP

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCGX | EC[redacted] | **Open Date** | 09/24/2014 | **Built Date** | 04/17/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/12/2013 | **Mileage** | 20,866 | **Dealer Zone** | 70 | | |
| **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** | 60337 | RAIRDON'S CHRYSLER JEEP OF | KIRKLAND |
| **Dealer Address** | 12828 NE 124TH ST | | |
| **Dealer City** | KIRKLAND | **Dealer State** | WA |
| **Dealer Zip** | 98034 | | |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | LETTER |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | BOTHELL WA[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Lemon Law - Default - Default - Default | Software update questions |
| Dealer - By-Pass - Default - Default - Default | Software update questions |
| Product - Electrical - uConnect Cellular System - Software Upgrade Issues - Default | Software update questions |
| Product - Drivability - Unknown - Stalling - Default | |
| Product - Electrical - Cruise Control - Defective - Default | |
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer states that he would like to know what the latest firmware update at drive uconnect.com will deliver on his vehicle. Customer states that phones will intermittently drop from the radio and that bluetooth connections will be lost and would like to know if this would fix bugs for this. Customer states that he will seek to do the update.
Briefly summarize what the customer is expecting: Customer is expecting software update assistance.
Agent advised customer as per service bulletin 08-036-14 REV. A that the radio includes general enhancements for a wide variety of concerns. Agent further advised customer that there will be some general phone compatibility upgraded with the update but majority is for vehicle features connected with the radio. Agent advised customer that update is available at driveuconnect.com and that if customer has questions he can call us back at any time.
POSTMARK DATE: 121114; DATE RECEIVED: 121614
**********

Letter from Santor Law Firm
Attorney: Marya M. Santor
Phone: 425-329-2647
STATE LEMON LAW _
Concerns notes in letter: _
Blower Motor
Adaptive cruise control
driver side aribag _
pixel issue in instrument cluster

air suspension system failed
check engine light on _
vehicle shaking _
Loss of power _
12/18/14 Received attorney demand letter on 12/17/14 and assigned for handling. jt

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT4 | EC[redacted] | ***Open Date*** | 09/25/2014 | ***Built Date*** | 0 /02/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 06/18/2013 | ***Mileage*** | 10,000 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 68348 | KOONS CHRYSLER | | | |
| ***Dealer Address*** | 2000 CHAIN BRIDGE RD. | | | | |
| ***Dealer City*** | VIENNA | ***Dealer State*** | A | ***D aler Zip*** | 22180 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | ALEXANDRIA VA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | Brake warning light comes on dash |
| Corporate - Survey By-Pass - Duplicate CAIR - Default - Default | Duplicate CAIR 26040736 |

Briefly summarize why the customer is contacting Chrysler: Customer states that he is having ongoing concerns with his vehicle and attempted to email his Case Manager however he received a message stating his case has been closed (CAIR[redacted]). Customer states that the adaptive cruise control system states it needs cleaning even though this was completed. Customer states that this affects the forward collision warning and a brake message will display on his dash board. Customer states that after four months of owning his vehicle the battery box below the front right seat had water accumulated and the vehicle was at the dealership for a week. Customer states that he is concerned that the water did not just go to this component and may affect other electronic components. Customer states that at 3,000 miles his engine was replaced which took two weeks at the dealership in Culpeper Virginia (44574) 80 miles from his residence. Customer states that there are little glitches and small noises in the vehicle. Customer states that the rear windshield washer fluid nozzle seems to be leaking. Customer states there are electronic concerns with the reverse backup camera where the screen will intermittently freeze. Customer states that there is a Uconnect Bluetooth concern however it was resolved by completing an update however he states he has an iPhone and that may be the concern as he now has iOS 8 and that the concern became present once more at this time.
Briefly summarize what the customer is expecting: Technical assistance with ongoing concerns. Customer states when accelerating sometimes there is a burning smell that can be detected.
Agent advised customer case will be escalated for review however the dealership needs to be involved. Agent advised that Apple products which just received updates may have compatibility concerns. Customer understands.
Who has possession of the vehicle? Customer
Has an authorized dealer diagnosed the vehicle? Not since June 2014

If a CDJR dealer has diagnosed, what is the dealer name and code? Vehicle will return to Koons Chrysler
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates [redacted]
Reassigned to: 88W
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40640. The reason for the customer contact was to provide or request the following information:
To inform customer we are their CA and to contact writer so we are able to further discuss customer s concerns with vehicle and to get a current diagnosis.
Writer dialed customer [redacted] inquired if customer has notified the dealership of the ongoing concerns he is having with his vehicle and customer stated he has not, writer informed customer he is part of the ECS program and we will be getting our TS s involved to assure a proper resolution. Writer inquired when he will be able to schedule appointment and customer stated he will schedule one and contact writer back after this weekend.
Writer dialed customer left message inquiring if customer has taken vehicle into the dealership and to contact writer back.
Writer dialed customer left message inquiring if customer has scheduled appointment and to contact writer back.
Customer called and stated he has appointment 10/10/14.
Service Director LYN WHITNEY from dealership 68348 calls to speak with Customer Advocate MG1246. Writer transferred SD to CA MG1246 at ext. 40640.
SD Lynn called and stated the customer dropped of his vehicle and stated he would not tell them what the concerns are with his vehicle and informed them someone will be coming out to look at his vehicle. Writer informed SD of the concerns that are documented in case and stated we will escalate case up to our TS s and to contact writer back once diagnosis has been completed.
Writer called dealership at 703-356-0400.
1) Forward collision message comes on, cleaned the eyeball.
2) Adaptive cruise control needs cleaning
3) back up camera , update 14.25
4) rear washer nozzle leaking, no valve so it leaks
5) two recalls
6) burning smell on acceleration, no leaks and no smell.
Dealership will call back with totals before releasing the vehicle back to the customer.
SD called back with labor cost information.
Warranty labor=18.60.
DM notes added.
Writer dialed SD Lynn left message inquiring statues of customers vehicle and to contact writer back.
Writer dialed SD Lynn and inquired status of customer s vehicle and writer was informed customer now has vehicle back 10/17/14. Writer informed SD DM notes have been added.
Writer dialed customer left message inquiring satisfaction of repairs and to contact writer back.
MR [redacted] calls to speak with their Customer Advocate.
Transferred the customer to MG1246 at ext 40640.
Customer called and stated he is having the same concerns with the adaptive cruise control once again, writer informed customer to contact dealership and schedule appointment to take vehicle back in and we can get our TS s involved. Writer informed customer to contact writer back once that appointment has been rescheduled. Customer also stated he is looking into his states lemon laws and writer informed him to also review the blue and white book he got with purchase of vehicle for other resources.
Writer dialed SD Lynn who was not available and 3rd party stated customer

does not have an appointment scheduled.
Writer dialed SD Lynn who stated customer has not scheduled appointment.
Writer dialed customer [redacted] left message to contact writer back.
Writer dialed customer [redacted] left message to contact writer back.
Writer dialed customer on alternate number [redacted] who stated he would like to just give this vehicle back and pay the difference for another one, writer inquired if he has spoken to the purchasing dealership about this request and customer stated he has not. Writer informed him we will contact him next week and see if he has had a chance to contact them and see what they are willing to do to assist customer.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40640. The reason for the customer contact was to provide or request the following information: Left a message agent will follow up 11/12/2014.
Writer dialed customer left message to contact writer back.
Writer dialed customer and left message to contact writer back.
Customer left message to contact him back after 3:15 pm their time.
Writer dialed customer [redacted] and inquired if he has contacted the dealership and informed him of his request and customer stated he has not but will do so, writer inquired if customer is making payments on vehicle and customer stated he paid for vehicle in full. Customer stated he will contact the other resources and will contact writer back and writer stated we will contact him next week if we have not heard from him by then.
Writer contacted SA. SA states that no appointment has bee scheduled.
Writer dialed customer left message inquiring what customer would like to do at this time and to contact writer back.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM3 | EC[redacted] | **Open Date** | 10/03/2014 | **Built Date** | 03/20/2014 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 07/26/2014 | **Mileage** | 2,000 | **Dealer Zone** | 74 | DENVER | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 60420 | COLORADO CHRYSLER JEEP | | | |
| **Dealer Address** | 350 S HAVANA ST | | | | |
| **Dealer City** | AURORA | **Dealer State** | CO | **Dealer Zip** | 80012 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | DENVER CO [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | check engine light |
| Corporate - Product Information - Default - Default - Default | seeking replacement |
| Corporate - Survey By-Pass - Default - Default - Default | seeking replacement |

Briefly summarize why the customer is contacting Chrysler: THe customer stated he isn t happy with having to pay an extra $19 a day for his rental and has now been told it will take 2 months for the DEF injector repair.
Briefly summarize what the customer is expecting: The customer is expecting a replacement vehicle.
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? Dealer
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.
*** Claudia with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Claudia directly at 214-583-2135. Thank you. ***
-Called dealer 60412, spoke to TJ in service. Confirmed vehicle has been in once for a warranty repair.
-Called dealer 60420, spoke to receptionist, confirmed vehicle is in for service and is being diagnosed. Confirmed vehicle was brought in 10/2. Advised service writer is Scot. I LVM for Scot requesting a return call.
>Placed initial call to customer, advised that his case has been escalated to me for special handling. I provided my direct line and work

hours. Customer states that he is not satisfied with his vehicle and that customer service that he has received thus far is nothing compared to the service he got at BMW. I apologized to customer but assured him that his case has been sent to the right department. Customer is requesting to be put in the same exact vehicle as a rental. I advised that I cannot gaurantee any rental and that my job is to make sure he has reliable transportation. Customer is requesting an e-mail to be sent to him with contact information. Customer agreed to wait for update.
Status update provided via email to the following email address:
[redacted],
I am your case manager. My office hours are Monday-Friday 8:00-4:30 CST. My direct line is 214-583-2135 or you may reach me toll free at 888-542-7239 Ext. 2135. I will be contacting Colorado Chrysler to see if I can assist with getting the DEF injector expedited. I will contact you once I get an update from the dealership.
Thank you,
Claudia
End of Status Update
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-10-07 @ 14:30
Customer has contacted via email in cair [redacted] Agent advised that the customer will need to contact their case manager and provided contact information. Customer is requesting further information.
>Called dealer 60420, spoke to someone in service, He states that SA Scott is out to lunch. He states that DEF injector arrived and vehicle is ready for pick up.
>Called dealer 60420, Robert in service confirmed that vehicle is ready for pick up.
>Called customer, he states that he is in the middle of a conference and can t talk.
>Called dealer 60420 several times in attempt to contact someone in the service deparment. No one picked up.
>Called customer, he confirms he has his vehicle back since Friday 10/10. Customer states that dealer is going to fix a scratch made on the bumper while the vehicle was in for service. Other than that, customer would like for me to look into offering an extended warranty. I advised customer that I would review.
>Spoke to owner. I advised that I can offer a MVPP of 5/60 with a $100.00 deductible. Customer is satisfied with this resolution. Customer accepts offer. I advised him that he will receive a packet of information through the mail in a few weeks. Cusotmer understood.
CAIR has been sent back because of the following reason:
Vehicle repaired, and no longer at the dealer.
>> Maximum Care 5 year/60,000 mile $100 deductible MVPP (WM560N) has been applied to vehicle for customer s future reliability concerns due to 1 repair for Check Engine Light and 1 repair for Front Collision Warning System in less than 2,300 miles of owning vehicle, vehicle down for 7 days. Customer has owned 4 previous CDJ products. Contract code 39357792. Customer stated that he is having issues with his vehicle again and would like the vehicle replaced. Customer stated that he is getting the message 'DEF system needs to be serviced' and the check engine light is on. Customer stated that he is finding it hard to find a diesel mechanic at a Chrysler DLR.
Agent advised customer that his case would be escalated to the proper department and advised him to contact the CM. See line 42-47. Agent referenced Answer ID 17118.
Reassign to 91L
********** 91L Review **********
>>>>> A new I2R Case [redacted]8 has been opened to further assist customer.
Original CAIR number is the same.
Status update provided via email to the following email address:
[redacted]
I have scheduled an appointment for your Jeep Grand Cherokee for August

6th at 7:15 AM.
Your appointment is with-
Autonation Broadway
5445 South Broadway
Littleton, CO 80121
303-761-1720
If you need anything I can be reached directly at 214-689-7955.
Have a great weekend!
Kailey
End of Status Update
Called customer he states check engine light and DEM light are back on.
Customer has not yet taken vehicle to dealership.
Called dealer 68250 and scheduled appointment for 8/6 at 7:15 AM.
Confirmed appointment with customer.

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## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG7 | EC1[redacted] | **Open Date** | 10/06/2014 | **Built Date** | 05/12/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 06/11/2013 | **Mileage** | 15,200 | **Dealer Zone** | 42 | DETROIT | |
| **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** | 66262 | SUBURBAN CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 24315 HAGGERTY | | | | |
| **Dealer City** | NOVI | **Dealer State** | MI | **Dealer Zip** | 48375 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | FARMINGTON HILLS MI [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default | Customer inquiring flashing brake light |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer states he has a reoccurring issue and he has taken it to the DLR 66262 advisor Tracey. Customer states cruise control comes on and or off sensor of the car comes on and happens sporadically. Customer states brake appears for two seconds with anti lock brakes comes on and do not engage and the light comes on. Customer states when the adaptive cruise comes on or turns off two minutes later it turns back on by itself; manually button can turn it off when unit turns off the light comes on. Customer states he would like this escalated. Agent advises everything is on file and she will send it up to case management.
Briefly summarize what the customer is expecting: Customer is expecting further information.
-
Customer advised a call back is required and will take place within one 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: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? 66262
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88W
***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Status update provided via email to the following email address:
[redacted]
Hello, my name is Ondreana and I have been assigned as your case advocate. This email is confirmation that your case, [redacted] was

successfully escalated to me. My office hours are 6:30 AM 3:00 PM (Mountain Time). My contact information is 800.763.8422 EXT 40652.
End of Status Update
Writer contacted customer. Customer states that he is having two recurring issues. Customer states that he would be willing to take the vehicle in any time after 10/14. Writer advised customer I would contact the dealership and see what I can set up for him in a rental. Customer states that he just does not want a Ram like last time. Writer advised customer I would do another follow up no later than 10/8.
Agent attempted to contact dealer Service Manager, however, SM not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: to set appt for customer and set up a rental vehicle.
Writer received message from Sean at dealership and he can be reach at 248-715-5810.
Agent attempted to contact dealer Service Manager Sean, however, SM not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: to set appt for customer and set up a rental vehicle.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40652. The reason for the customer contact was to provide or request the following information: to give update
Agent attempted to contact dealer Service Manager Sean, however, SM not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: to set appt for customer and set up a rental vehicle.
Writer received message from customer that he can take the vehicle in around noon on 10/14 and he is having another issue.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40652. The reason for the customer contact was to provide or request the following information: to trying to set up the appt.
Writer contacted dealership spoke to SA Andrew which states they will set up the appt for 10/14 but for the rental he will need his SM Sean to give me a call. Writer advised SA Andrew writer s contact info.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40652. The reason for the customer contact was to provide or request the following information: to advised of lines 65-67
Writer received message from customer that he can be reached at [redacted]
Caller [redacted] requesting to speak with Case Manager, he has more problems and is taking vehicle into dealer tuesday 10-14-14. Phone number to use for him today only is [redacted]
Transferred to OS533
Writer took call from SA. SA looking for CA. Writer advised that CA was not available. SA scheduled appointment for 10/20 at 8:00 am. SA arranged rental.
****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
Writer received inbound call from customer. Customer states that about two weeks ago the screen went black and it was fixed by disconnected the battery. About a week ago there was no volume control and no phone and the next day it resolved itself for right now. On 10/8 could not access the Sirius radio and the voice recognize was not working. Customer also states that the cruise control did not work about 10 differ times.
Agent attempted to contact dealer Service Manager Sean, however, SM not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: to make sure the rental will be available.

Writer received message from the SM Sean that they do have the rental all set up for the customer.
Writer received message from Tracy at dealership asking for a return call at 248-715-5814
Agent attempted to contact dealer Service Advisor Tracy, however, SA not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: to review case
Writer received message from SA Tracy that they had to reschedule the customer for 10/20 to give him a comparable rental.
Agent attempted to contact dealer Service Advisor Tracy, however, SA not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: Advised that once the diagnosis is done to give us a call
Writer contacted home number and was advised by wife to call the other number during the day.
Writer contacted customer. Writer confirm the appt for 10/20. Customer states that is fine. Customer states the adaptive cruise comes turn off about 3 times on the way back. Writer advised customer I will do another follow up on 10/20 to confirm the vehicle in and if it comes to it that we need to pay extra for his trip I will pay for that. Customer states that he will be leaving on 10/24-10/26.
Writer contacted dealership spoke to service which states that customer did bring in the vehicle and they are still working on a diagnosis.
Writer advised service that once the diagnosis is done to give us a call before they do any repairs.
Writer contacted customer and advised customer that once I have a update from the dealership I will do another follow up with him.
(SA) Tracy dealer 66262 called to speak to customer s advocate OS533.
Writer warm transferred SA to customer advocate DM1312, as OS533 is not currently available.
Tracy sa called to advise that they are still doing diagnosis on the forward collision warning, brake warning. Radio going blank at times tech wants to do an software update 14-32-3. Tracy sa advised writer that there are also 4 updates that need to be done, PCM,TCM,AMP,HVAC. Writer advised Tracy sa that writer will authorize, but need callback after the diagnosis on the forward collision and brake warning.
Agent attempted to contact dealer Service Advisor Tracy, however, SA not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: to see if there is a diagnosis and if not if they need assist
(SA) Tracy dealer 66262 calls to speak with their Case Manager.
Transferred the customer to OS533 at ext 40652.
Writer took inbound call from SA Tracy which states that the radio software does not apply to this vehicle it only applies to 2015 vehicle.
SA Tracy states that she is still working on the radio. Writer advised SA Tracy I will send this up for the radio. SA Tracy states with the forward collision and brake warning issue they have determine that he had a pending code for C14A5 which is sensor blinded. SA Tracy states that it needs a adaption cruise control module which is on back order. Writer authorizes the repair for that. Writer advised SA Tracy will send up for some assist on diagnosis the radio and will start working on the back order part.
Parts 68109355AI
Order number: 338559
****** Following Corporate Resource has been contacted ******
Franc Opari
on 2014-10-21 @ 15:50
Dealer code: 66262
POC Name and position: Tracy/SA
POC number:
POC e-mail:
Current mileage: 15200
Customer concern: Radio screen goes black sometimes

Dealer Diagnosis: Needs assist
Recommended repairs: None
Is the customer in a rental? yes
Is the customer waiting? No
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-10-21 @ 15:53
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68109355AI,Order#[redacted],OMC#90310378
on 2014-10-21 @ 16:46
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted]FOR INFORMATION
Writer contacted dealership spoke to SA Tracy which states they are still working on duplicate the concern with the radio.
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted]FOR INFORMATION
Dealer 66262 (SA) Tracy calls to speak with their Case Manager. Transferred the dealer to AM1777 at ext 40513,because the primary CA was not available.
SA Tracy contacted writer; SA stated that they were not able to duplicate anything with the radio. Writer advised lines 168. Writer advised releasing the vehicle back to the customer until parts come in.
Agent attempted to contact dealer Service advsior Tracy, however, SA not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: to get update
CAIR ESCALATION CLOSURE
SEE STAR CASE#[redacted] FOR INFORMATION
Writer received message from SA Tracy which states vehicle has been returned back to the customer just waiting on the parts.
Status update provided via email to the following email address:
[redacted],
This is Ondreana contacting you on your case[redacted]. I am letting you know I am still working on getting the parts in and to get a estimate time frame for that. Once I have a update I will do another follow up with you.
End of Status Update
****** START OF SUPPORT ESCALATION by T8785YC******
**** Update from Expediting Team for ****
Part#68109355AI,Order#$33855,OMC#90349693
Scheduled Delivery:Friday, 10/31/2014, by 10:30 A.M. with UPS
[redacted].
****** END OF SUPPORT ESCALATION ****** by T8785YC
**********96W PARTS UPDATE**********
Part is at dealer
Delivered On:
Friday, 10/31/2014 at 10:16 A.M.
Left At:
Receiving office
Signed By:
TOLHURST
**********END OF UPDATE**********
Agent attempted to contact dealer Service advise Tracy, however, SA not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: to let her know that part came in today.
OMC# 90349693Order#[redacted]FOR PN: 68109355AI IS RESOLVED
Agent attempted to contact dealer Service advise Tracy, however, SM not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: to see if customer has come in for repairs
Writer contacted dealership spoke to service which states that the vehicle has not been in since 10/20.
Agent attempted to contact customer[redacted] however, customer was

not available.
Writer unable to leave message or speak to anyone. The reason for the customer contact was to provide or request the following information: to advsied customer to set up appt to get repairs done.
Status update provided via email to the following email address: [redacted]
[redacted]n,
This is Ondreana contacting you on your case [redacted] I am letting you that the parts are in and you can contact the dealership to get the vehicle in for repairs.
End of Status Update
Writer received message from SA Tracy asking for a call back.
Writer authorize repair of the Adaptive curise module.
Agent attempted to contact dealer Service advise Tracy, however, SA not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: to get the update
Writer dialed SA Tracy who stated customers repairs have been completed and vehicle was released back to customer 11/12/14.
CUSTOMER CONTACT- [redacted].
Customer stated that the cruise control has been repaired to his satisfaction. Customer stated that he has not had any issues with the radio as of yet. Writer advised that we will leave the case open for another week, until Friday 11-28-2014 as we are closed on Thursday 11-27-2014, and if we have not heard back from him the case will be closed.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG5 | EC4[redacted] | ***Open Date*** | 10/08/2014 | ***Built Date*** | 03/14/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/15/2014 | ***Mileage*** | 3,000 | ***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) | | | | | |

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|---|---|---|---|---|---|
| ***Dealer*** | 37000 | ARMORY GARAGE INC | | | |
| ***Dealer Address*** | 926 CENTRAL AVENUE | | | | |
| ***Dealer City*** | ALBANY | ***Dealer State*** | NY | ***Dealer Zip*** | 12205 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | ALBANY NY 1[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | engaging on its own |
| Product - Brakes - Unknown - Brake/Parking Brake Lamp On/Flashing - Default | red brake light keeps appearing |
| Product - Brakes - Unknown - Defective - Front | vehicle applying brakes by itself |

Briefly summarize why the customer is contacting Chrysler:
Customer is seeking assistance with an unresolved concern with the vehicles braking system.
Customer stated that initially the brake light would appear on his dash in red with a buzz sound , but it would go away on its on and happened randomly .
Customer stated he thought it was just a new vehicle glitch .
Customer state he was driving yesterday, and he slowed down to allow and vehicle to pass him and his vehicle completed braked on him without him applying breaks.
Customer felt as though cruise control was activated but it was not turned on.
Customer brought vehicle to his dealer and dealer has performed some updates, but thus far is unable to duplicate the concern.
Customer stated he is concerned about driving vehicle.
Cusotmer also stated the dlr has placed customer is rental for time being.
***
Agent contacted dlr 37000 and spoke with SA Rodney , who confirmed that they were unable to duplicate concern thus far and has performed software updates for tcm and pcm .
***
Agent advised customer that case will be escalated to case manager for additional review, and will received a follow up within 2 business day.
Customer understood and thanked agent.
Briefly summarize what the customer is expecting:
Customer is seeking assistance with unresolved concern.
***

***REQUEST FOR SPECIAL HANDLING***
NIC of TL consulted: Lb546
Reason for special handling request: MY14 , low mileage , unresolved concern.
Current location of the vehicle: dealership
Date of last repair attempt: 10/08/14
Customer s preferred method of contact: email
Customer phone number (Morning) [redacted]
Customer phone number (Evening)
Customer email address [redacted]
Dealer code (if applicable): 37000
Dealer personnel involved (if applicable): SA Rodney
Assigned case to 88fÙ for Special Handling
Customer is contacting back to update the case. Customer states that the dealership is advising him to pick up the vehicle because they can not duplicate the issue. Customer states he is in a rental right now and the dealership is looking into rental for a little while longer as the customer is waiting on their case manager to contact him. Customer would like to know if it happens that the dealership is expecting the rental back if we could cover the rental from there.
Agent spoke to LB546 to see if any rental was available but was advised for the customer to work with their case manager once they contact. Customer understood and thanked the agent.
* * * * * CASE MANAGER TEAM - District T * * * * * *
Is the Original Owner yes
Has 1 NEW CDJR
Has 0 USED CDJR
0 cancelled service contract
1 active service contract LWT36N LEASE WEAR AND TEAR
0 expired service contract
DLR called to speak to CM regarding Customer s decision to stay in rental vehicle until they hear from the CM.
Agent transferred the call to CM AJ273 for DLR to leave a VM.
CM called dealer and spoke SA RODNEY state dealer is not able to duplicate issue on brakes SA state if we can contact customer and advice on case status writer will contact customer SA state vehicle is equip with warning system on brakes writer will advice customer on system
CM call MR [redacted] and state vehicle will braked on him without him applying breaks. Customer state is not safe writer advice vehicle is equip with BSP blind spot monitor system writer will contact customer on update on case owner manual page 131 to 140
CM call MR [redacted] and advice customer on system on vehicle customer is satisfied with information and writer verified if we can close case customer agreed to close case

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT0 | EC[redacted] | ***Open Date*** | 10/08/2014 | ***Built Date*** | 02/04/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/31/2013 | ***Mileage*** | 11,300 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 45439 | DEWEY DODGE JEEP | | | |
| ***Dealer Address*** | 3175 SE DELAWARE AVE | | | | |
| ***Dealer City*** | ANKENY | ***Dealer State*** | IA | ***Dealer Zip*** | 0021 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | CERTIFIED LETTER |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | MARSHALLTOWN IA[redacted] | ***Country*** | UN TED STATES |

| | |
|---|---|
| Corporate - Lemon Law - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | |

POSTMARK DATE: 100114; DATE RECEIVED: 100814
Owner submits a mvdn to Chrysler via certified mail and received on 10-08-2014. It states the problems include 'continuing computer and electronic defects...transfer case oil leak, seatbelt... and airbag failure warning and forward collision warning...'. An acknowledgement letter will be sent to the owner and this file will be forwarded to the bc for further review and handling.
POSTMARK DATE: 100914; DATE RECEIVED: 100914
Case assigned to AM Mile Bartlett for handling.
AM Michael Bartlett has spoken with SM Jason and he stated that the customer is satisfied to his knowledge, vehicle left dealership the other day with repairs completed. SM Jason tried contacting customer today but no response, Jason left voicemail checking up on customers satisfaction.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ2 | EC[redacted] | ***Open Date*** | 10/09/2014 | ***Built Date*** | 12/16/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 02/26/2014 | ***Mileage*** | 11,973 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 66804 | MANCARI'S CHRYSLER JEEP, INC. | | | |
| ***Dealer Address*** | 4630 WEST 95TH STREET | | | | |
| ***Dealer City*** | OAK LAWN | ***Dealer State*** | IL | ***Dealer Zip*** | 60453 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | CHICAGO IL [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Brakes - Unknown - Worn - Rear | Brakes worn |
| Product - Electrical - Unknown - Other - Default | collision warning system not working |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

Dealer code: 66804
POC Name and position: Chris sa
POC number: 708-423-0910
POC e-mail: none
Current mileage: 11973
Customer concern: 1) front collision warning system not working,
Dealer diagnosis: 1) pack module needs to be replaced
Recommended repairs: 1) replace pack module
Is the customer in a rental: No
Is the customer waiting Yes
Customer name: [redacted]
All customer contact numbers: 7[redacted]
Best time of day for contact: unknown
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. DM Notes have been entered into GCS indicating Customer Care approval. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
** dm notes added**
Writer inquired on if the pack module was available. Chris sa advised that it is there. Writer advised Chris sa to callback after repairs are completed with the total cost of the repair.

Status update provided via email to the following email address:
[redacted]
Hello, my name is Rosa and I have been assigned as your customer advocate with Jeep Enhanced Customer Satisfaction. This email is confirmation that your case[redacted]; was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number 708-546-0186. My office hours are 8AM 4:30PM MST. My contact information is 800-763-8422 EXT 40667. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
1st Contact;
Unable to leave a voicemail because the mailbox is full.
Writer contacted customer who states all repairs are satisfactory. Customer states the only concern that she has is that the brakes wear prematurely. Customer states she has only had the vehicle a year and the brakes need to be replaced. Customer states besides that everything is fine with the vehicle. Writer advised customer we will be closing the case.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9 | EC[redacted] | ***Open Date*** | 10/14/2014 | ***Built Date*** | 01/09/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 02/15/2014 | ***Mileage*** | 8,900 | ***Dealer Zone*** | 74 | DENVER | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 43453 | PUEBLO DODGE INC | | | |
| ***Dealer Address*** | 2147 HIGHWAY 50 WEST | | | | |
| ***Dealer City*** | PUEBLO | ***Dealer State*** | CO | ***Dealer Zip*** | 81008 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] L | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | PUEBLO CO [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | Eye sensor in the adaptive cruise control is defective. |

Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Chrysler seeking assistance getting their part in as it has been two months waiting for their eye sensor in the adaptive cruise control. Customer is unsure if this will solve their issue.
Briefly summarize what the customer is expecting:
Customer is expecting assistance getting their part in and vehicle repaired successfully.
Writer contacted Pueblo DCJR and 43453 and spoke with Scott in Parts who states the part came in Saturday. Writer spoke to Mike in Service and informed him of Scott s statement. Writer warm transferred customer to Mike to make an appointment for the repair.
Writer advises if customer contacts back as problem is not resolved, to escalate case to 88F for case management assistance.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG5 | EC[redacted] | ***Open Date*** | 10/14/2014 | ***Built Date*** | 11/27/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 12/16/2013 | ***Mileage*** | 11,400 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***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*** | 43853 | NEMER CHRYSLER-DODGE | | | |
| ***Dealer Address*** | 728 QUAKER RD | | | | |
| ***Dealer City*** | QUEENSBURY | ***Dealer State*** | NY | ***Dealer Zip*** | 2804 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | CLEVERDALE NY 1[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | adaptive cruise control |
| Dealer - Service/Body Shop - Transaction - Insufficient Follow-Up - Default | data device and STAR case |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer is experiencing problems with his adaptive cruise control. It works when it works but it then stops working for no reason. , The issue according to the customer is that the ACC takes off, the lens is clean, but the dealer says there is nothing more they can do. Customer provided some technical details about the working of the light on the dash, how it says to clean the lens but that doesn t work and how the ordinary cruise control works but not the adaptive cruise control, etc. The level of his expertise was close to that of a mechanic in the descriptive area. Writer did not understand all of the technicalities, so summarized the customer s discourse into 3 main areas - see preceding sentences.
Customer claims the dealer told him that they offered to put some data recording device on the vehicle to drive around with until this occurred. Customer was not happy about this situation with having to put a device on his vehicle.
It sounds like a non-duplicatable issue. This needs to be confirmed with the dealer, also that they opened a STAR case.
Writer called the dealer NEMER and left a message on the SM s voicemail asking him to call back or have an SA call back with the case # so we can find out what happened at the dealer.
Customer also took the case # to call us back on with tomorrow 10/15/14.
Briefly summarize what the customer is expecting: to get his unresolved problem with the ACC resolved
Reassign to TL for Survey Bypass - no diagnosis
Briefly summarize why the customer is contacting Chrysler: Customer called stating he called last week and was told to call us for an update. Agent advised we do not have any updates as the sm did not call back. Agent called the dealer and was transferred to the SM s voicemail. Agent

called back and was advised he is in a meeting. Agent advised the customer we need to speak to the SM regarding the STAR case that was supposed to be created. Agent advised to give us a call later today and we can try to get in touch with the SM. Customer states he will call later.
Briefly summarize what the customer is expecting: An update on his case
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
The customer called back because the previous agent was unable to get the SM on the phone. The agent called the dealership but the SM was out for a meeting and the SA stated they have no information because the SM is handling it other that they have been unable to duplicate. The agent advised the customer that the SM is going to call him when he gets in and that she will send his case to a CM for review.
Customer advised a call back is required and will take place within one 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: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? NEMER CHRYSLER JEEP DODGE RAM 43853
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
In Warrranty
1 New Vehicle in Household
MVP: None
Status update provided via email to the following email address: [redacted]
My name is Darien and I have been assigned as your case manager. Here is some information that will be helpful for you to have.
My contact information: 800.763.8422 EXT 40539
My hours in the office: 9:00am (MST) 5:30pm (MST) Monday to Friday
End of Status Update
Writer contacted dealer at 518-793-2571, spoke with SM Jason. Writer inquired about getting a STAR case created. SM advised that he would like to get the concerns to duplicate before doing that. SM advised that they were unable to get the issues to duplicate, and returned the vehicle to the customer. Customer had vehicle for 1 week, and experienced this issue once. Writer advised that writer will contact customer and will find out if he would be willing to take the vehicle back to the dealership. Writer advised that writer will be sending case over for an unresolved concern as well. SM understood. SM advised that last known mileage was 10617.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-10-21 @ 13:14
Writer contacted customer at [redacted]. Writer advised customer of lines 64-72. Customer advised that this does not sound like a reasonable plan, and he is not comfortable with the dealership putting vast amounts of miles on his vehicle. Writer understood. Customer advised that he would like to get our engineers involved in this. Writer explained that per the dealer in order to contact those corporate resources, the issue has to be duplicated at the dealership. Customer advised that he has pictures of what the reading is when the ACC problems occur. Customer inquired about some sort of software that would record what the computer is doing when the problem occurs. Writer advised that this would be a data recorder. Customer inquired about having that put in his vehicle. Writer advised that writer is unsure if that is possible, as usually dealerships have deposits that are put down on those before sending them home with the customer. Customer advised that he is more than willing to put down a deposit on that. Writer advised that writer will need to look in to that to see if it is a possibility. Customer inquired about page 204-208 in the owner s manual about recalibrating the sensors, and if the dealership had done that when the vehicle was there last. Writer is unsure, but advised that writer can look in to it. Writer advised that writer will do some research about what our options are, and will

follow-up with both customer and dealer tomorrow 10/22.
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is ACC intermittently deactivating itself.
Action requested: Please get in contact with either the BC or STAR on how to get this concern to to duplicate so it can be resolved.
Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 32 43853 10/21/14 13:29 R 2[redacted]
***** Customer Document Received *****
Customer Document Reviewed.
Writer contacted dealer at 518-793-2571, spoke with SM Jason. SM advised that there was a TSB out for an issue, but since what the customer was experiencing was not related to that, they did not recalibrate the sensor. SM advised that he would like the concern to present itself more often that once a week before having the customer come in. Writer inquired about a data recorder, SM advised that he does not have enough y-pods for that, he may be able to do that in a week or two. Writer advised that writer will send case over for an unresolved concern, and will get in contact with the AM for a direction to go so that we can get this resolved for the customer. SM agreed and understood.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40539. The reason for the customer contact was to provide or request the following information: To let customer know that writer is getting in contact with our corporate resources, and will follow-up as soon as writer hears back from them or no later than 10/27/14.
spoke to jason at dealership - agreed to auth 3 or 4 days rental for owner the week of nov 1St to perform extensive test drives of vehicle to attept to duplicate owners complaint. as concern does not impeed vehicle performance or operation just an option of an option - notes to be added for rental and updates to be added if duplication of complaint occurs.paf
Writer contacted dealer at 518-793-2571, spoke with SM Jason. SM advised that customer will be at the dealership on the 3rd of November. SM advised that he will have the SA contact customer to set this up. Writer thanked SM.
Writer contacted customer a[redacted]. Customer advised that the dealership has not contacted him to set up an appointment. Writer advised customer of lines 125-129. Customer requested to know how the dealership is going to record the data from the vehicle, and why his pictures are not sufficient for diagnosis. Customer requested to speak with an engineer. Writer advised that writer does not have access to contact them; we contact them through the case. Customer became upset and refuses to take his vehicle to the dealership to get the answers he requested. Writer referred customer to ask the dealership for those answers. Customer advised that he did, and they referred him to contact CAC. Writer apologized that writer does not have the answers he requested. Customer inquired if dealer had recalibrated the sensors. Writer advised that they did not, and that per the SM, it was not related to customer s concerns. Customer requested to get that in writing. Writer advised that writer is not able to do that, as it is proprietary information. Customer requested that writer send him the recording of this call. Writer advised that calls are only recorded for quality and training purposes. Customer advised that he does not give writer permission to record the call. Writer advised that writer will need to disconnect the call, and advised that will follow-up on Friday 10/31/14. Customer understood, and call was disconnected.
Writer contacted dealer at 518-793-2571, spoke with SA Dan. Dan advised that customer does not have an appointment set up. Writer then spoke with SM Jason. SM advised that they will be putting a data recorder in the vehicle and will drive it with the data recorder. Writer thanked SM.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at Jeep Customer Care. The reason for the

customer contact was to provide or request the following information:
To let customer know that we will have to close his case due to not having a diagnosis.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJECT2 EC[redacted] | | **Open Date** | 10/17/2014 | **Built Date** | 07/24/2013 | |
| **Model Year** | 2014 | **Body** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| **In Service Dt** | 09/13/2013 | **Mileage** | 8,577 | **Dealer Zone** | 66 | ORLANDO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 45572 | JACKSONVILLE CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 9600 ATLANTIC BLVD | | | | |
| **Dealer City** | JACKSONVILLE | **Dealer State** | FL | **Dealer Zip** | 32225 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | LETTER |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | NEPTUNE BEACH FL 3[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Dealer - By-Pass - Default - Default - Default | |
| Referral - Top Care - Executive Team - Default - Other | |

POSTMARK DATE: 101714; DATE RECEIVED: 102014
*******ORLANDO BUSINESS CENTER RECEIVED MVDN 10-20-14*****
SEE ABOVE CONCERNS.
102114 writer sent owner an owner ack/appt letter confirming receipt of mvdn and setting up appt for owner to drop off vehicle to Jacksonville CJD Atlantic Blvd by 8:30 am on Nov 10, 2014 for Chrysler s inspection/repair for:
(1) plume of blue smoke emitted from exhaust intermittently when starting veh
(2) brake warning light coming on to activate brakes even though nothing close to veh
(3) incomplete recall P36 sun visor wiring
dlr authorized if requested to provide alt trans per terms of service contract or as customer goodwill gesture whichever applies for duration of inspection/repair and if provided as customer goodwill gesture 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.
111014 writer confirmed veh at dlr.
111114 writer spoke Jennifer. Jennifer reports that ta utd blue smoke issue. npf. writer req that veh be cold started a few more times in attempt to dupl while other repairs being complete. for brake light issue, ta found front adaptive speed control missing cover that may be triggering brake light issue. cover ordered.
111314 lm for jennifer, asst sm, to call back with update.
T/A: Spoke to shop foreman. Vehicle has been delivered back to owner. The missing Cover on the bumper was installed and this corrected the FCW system concern. The blue smoke was NPF because the pervious repair of installed a new oil pan corrected this on a previous service vist.
11/19/14 vehicle returned to owner closing cair...vaj3
120314 writer recd call from Jennifer, Asst SM. owner dropped off veh for

numerous issues including brake light coming on with no veh in sight and exhaust emitting blue smoke on start up. writer advised asst sm to address issues per terms of warranty and to contact star for assistance. writer to fu on friday.
120514 lm for asst sm to call writer with update.
120814 writer spoke with asst sm. reports that npf. no brake light on. utd blue smoke. veh to be returned to owner.
12/30/14 RECEIVED STATE BOARD ARBITRATION CASE #[redacted]

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT1 | EC3[redacted] | ***Open Date*** | 10/19/2014 | ***Built Date*** | 12/04/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/31/2014 | ***Mileage*** | 1,680 | ***Dealer Zone*** | 74 | DENVER | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 68116 | PARKS INC | | | |
| ***Dealer Address*** | 11987 SW US HWY 54 | | | | |
| ***Dealer City*** | AUGUSTA | ***Dealer State*** | KS | ***Dealer Zip*** | 67010 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | WICHITA KS [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | Customer having warning lights come on |
| Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front | Customers windshield wipers will go off on there own |
| Product - Transmission / Transaxle - Unknown - Other - Default | customer not able to put vehicle in park |
| Product - Electrical - uConnect Cellular System - Intermittent/Cuts In and Out - Default | customers Uconnect will turn off and then back on |
| Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Unknown | poor communication and does not tell customer anything |
| Dealer - By-Pass - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer called in very upset. Customer states she is having a major problem with her DLR as well as her vehicle. Customer states there is a major malfunction in vehicle that caused the entire brain of the vehicle to go out. Customer states that every single warning light came on, air bag warning light, 4WD not available, Blind spot, park sense. Customer states she lost power to her Uconnect, but it did come back on several times. Customer states she is filing a complaint with the Better business burro. Customer states she has had a horrible experience throughout this entire process. Customer states it started with her contacting the DLR about a question about the 2014 and 2015 vehicle regarding car play, as she heard it was going to be available for 2015 and if it was she was gong to wait. Customer states the sales person was rude, but she did allow him to continue. Customer states she got to the DLR as she knew what she wanted and she knew she wanted the overland hemi. Customer states the finance department was lying to her about what Chrysler is going to cover under the warranty that came with the vehicle. Customer states the finance department told her that Chrysler would cover driving habits and road conditions customer states she knew that was false. Customer then asked to speak to the head finance person as this was not right. Customer spoke to that gentleman, and told customer he does not know why previous Financial Advisor told her that information, and was not true. Customer

states she did purchase extended warranty as well as the full VIN of the vehicle, so she could change her insurance. Customer called the DLR, and told them that there was an error with the paperwork. Customer states the DLR told her to bring it in when she would pick up vehicle. Customer said okay. Customer states the DLR called her, and told her the vehicle was hers. Customer states she called in to get a hold of the sales person, and reception told her that he was not in. Customer states she called back 30 minutes later and reception told her he was actually there, and that he was with a customer. Customer states she got a call while call while doing her personal job, and states they have a problem and do not have the vehicle. Customer states the DLR tried pushing her into a leased vehicle, and customer states she did not want to do that, she wants to purchase one. Customer states she took her vehicle back after 3 days of driving it, as it had a paint chip problem that needed to be fixed. Customer states nobody from the DLR called her back, to follow up. Customer states 6 weeks later, she got a recall letter, so she took the vehicle in to get it fixed. Customer states she waited 3 weeks for her vehicle to get fixed. Customer states as of 10/17/14 she got a warning light come on for her battery, saying it was low. Customer states she found out it was not low. Customer then states as she was driving, an error comes up about cruise control, not available needing immediate service, customer states the vehicle will ding and the headlights go off for about 5 seconds, and this happens about 7 times in less then 7 minutes. Customer states she called the DLR yesterday 10/18/14 and told them that she needs the vehicle serviced right away, and that something is seriously wrong. Customer was having a very bad stress attack thinking something was going to happen, with all of these warning lights, and error messages coming on. Customer states she eventually got to the DLR, and she was not able to put the vehicle in park, and that the DLR had to put the vehicles e-break on to turn the vehicle off. Customer states the vehicle is at the DLR now, and does not feel confident that it is going to get fixed. Customer states she is planning on going to her attorney or a lawyer. Customer states she is not spending a sent on this vehicle until it is replaced, or fixed like a brand new vehicle. Customer states this should not be happening. Customer is very upset. Customer states that she wants to speak with someone higher up. Agent advised customer her case would be sent to our CM team to see what they are able to do. Agent apologized to customer, and advised her that we would take a look and see what we are able to do for her. Customer thanked agent.
Briefly summarize what the customer is expecting: to get her vehicle fixed like new.
-
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Who has possession of the vehicle? DLR
Has the vehicle been diagnosed by a CDJ dealer? No they are working on finding out what is wrong.
If a CDJ dealer has diagnosed, what is the dealer name or code? 68116
Reassigned to 88F
Customer states that more information was received over the course of the day and Customer called to update the narrative with the new information.
Customer states this is not a Chrysler issue it is an issue with the Dlr.
Dlr is stating that Customers issues are not unique, they get 5 or 6 complaints like this a week.
Customer states carfacts says that the PCM and BCM were worked on on 07/31/2014.
Customer states she feels like she had a right to be informed of this when purchasing the vehicle.
Customer is understanding of the situation and willing to work with Chrysler Corporation to rectify these problems.
Customer called inquiring about callback from lines 66-67. Agent advised callback should be received by end of business 10/21/14 as per those lines.
customer states she was supposed to receive a phone call back from her

case manager and she never received one yet
customer seems to be really upset and she thinks that no one is helping her out and she is just getting the run around and she just wants someone to assist her properly and get all these issues resolved as soon as possible
agent advised customer that her case manager is away from her desk or with another customer, but agent advised customer that i could get a hold of another case manager if she wants further assistance
customer replied and said that she will wait and see if her case manager has any updates for her because she don t know what process she is going along and who her case manager has tried to contact and how she is going to assist her, so customer wanted to wait until she talked to her case manager before she asked for a different case manager
agent advised customer that her case manager should be calling her by the end of today s business day and if she don t call her then the customer could give us a call back tomorrow and then the next agent that gets her case can then further assist her
* * * * * CASE MANAGER TEAM - District N * * * * * *
- Is the Original Owner: Yes
- Has 1 NEW CDJR
- Has 0 USED CDJR
- Currently owns: 1
- Warranty: 3/36 basic, 5/100 power train, 5/100 rust protection
- OOW: None
- 0 cancelled service contract
- 0 active service contract
- 0 expired service contract
- Servicing dealer: Parks (68116)
Writer attempted to contact dealer 68116 Service Manager (SM), however, SM not available. Left message for a return call at extension 40675.
The reason for the dealer contact was to provide or request the following information: to get the current diagnoses of the vehicle. What is going on so far with the vehicle.
CONTACT UPDATE - Customer was contacted today at [redacted]. Customer states that customer has been having multiple concerns with the dealer. Customer states that it all started when customer goes into the dealer to buy the Jeep. Customer states that customer was tried by dealer to get customer into a lease vehicle that customer said no too. Customer found out the trade vehicle was coming from Colorado. Customer states when the vehicle got to the dealer customer notice rock chips in the paint. Customer had to make multiple calls to the dealer and vehicle at dealer for a week before something was done. Customer states when vehicle got returned customer notice one day the warning lights coming on for low battery but the battery did not have low voltage. Customer also states that customer found out before customer took ownership of vehicle the BCM, PCM, and amph was replaced on vehicle. Customer states just recently customer took vehicle to dealer for the electrical concerns and found could not get the vehicle into park. Customer is tired of being lied to by dealer and how the dealer business practice is. Customer feels unsafe in vehicle. Writer advised customer that writer has contacted the dealer and left a message for the SM to call writer back. Writer advised customer once the dealer is contacted than writer will call customer again.
Writer received call from dealer 68116 Service Manager (SM) Denis. SM states that customer came in for a lot of electrical concerns and issue with the sunroof. SM states this is the first time seen in the service department. SM states that found a loose ground wire that was fixed and the sunroof is being repaired now. SM states had lunch today with the AM and SM states that the AM is willing to pay one month car payment for what customer been through. SM states cannot buy the vehicle back. SM states doing everything can for the customer. Writer thanked SM for all that has been done and will follow up on 10/23/2014.
Writer contacted customer. Writer explained what was found out from dealer per lines 142-150. Customer states that customer wants to know why Chrysler is not going to buy back vehicle. Customer is upset that customer is not getting answers from dealer on complaint and how the

vehicle mileage was changed. Customer states that customer does not like the fact that nobody is taking responsibility for customer odometer to be changed. Customer wants someone to take a look into this. Customer is unhappy on how Chrysler does not care on how customer is treated. Writer understands customer frustration. Writer advised customer that each dealer is independently owned and operated. Writer advised customer that Chrysler has no control over who is hired at the dealer and how the dealer is run. Writer advised customer that Chrysler is here to step in and fix the vehicle when there is a problem to the terms of the warranty that is on the vehicle. Writer advised that all comments and questions have been documented and Chrysler does look into this. Customer states has vehicle back but feels unsafe with it. Wants some answers. Writer can see what can be done but not guaranteeing anything because they are not owned by Chrysler. Writer advised customer once this is done than the case will be closed and customer feels should not if customer does not get some answers and writer understands but can t force the dealer to do anything. Customer understood.
Writer contacted the dealer and spoke to SM Denis he stated that they have already spoke the customer, he stated that the mile discrepancy is not an odometer change. He stated that the when they completed the dealer trade they were given the incorrect miles and that is what was written down as they did not have the vehicle at the dealer yet. SM stated that it was a difference of 8 miles; he stated that they spoke to this customer on 10/23/2014 and explained everything the customer has also spoken to the dealer owner Paul. SM also stated that the people in sales that she was having issues with no longer work at the dealer. The SM stated that he even contacted his AM and got her one car payment.
Writer attempted to contact customer, however, customer was not available. Left message for a return call at extension 40675. The reason for the customer contact was to provide or request the following information: to go over what was found out from the dealer per limes 172-181. To let customer know that everything has been done and if customer has any other concerns to work with the dealer.
Writer attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40675. The reason for the customer contact was to provide or request the following information:
To inform of lines 172-181 and 186-187. Writer informed that case will be closing in two days.
CLOSED LOOP UPDATE - no need for additional follow-up.
The vehicle is displaying ACC-FCW unavailable. Wipers were working. Customer was driving down the highway and there was no vehicle in sight and the vehicle applied the brakes by itself. The vehicle did the same thing last week.
* * * * * CASE MANAGER TEAM - District N * * * * * *
- Is the Original Owner: Yes
- Has 1 NEW CDJR
- Has 0 USED CDJR
- Currently owns: 1
- Warranty: 3/36 basic, 5/100 power train, 5/100 rust protection
- OOW: None
- 0 cancelled service contract
- 0 active service contract
- 0 expired service contract
- Servicing dealer: Parks (68116)
CONTACT UPDATE - Customer was contacted today at [redacted] Customer was provided with agent s extension: 40675. Would like to go over new and old concerns and where vehicle is at.
Customer: [redacted] requesting a call back from CM: SJ448 prior to 2:00pm Central Time. Customer stated will not be available after that time and would like to speak with CM before the weekend.
Customer: [redacted] declined to provide a secondary phone number at this time.
Writer did receive 2 voice mails from the customer to call back at [redacted].
Writer contacted customer back. Customer states that customer has

mechanical issues with the vehicle again. Customer states were driving down the road on Tuesday when the ACC-FCW warning lights came on. Customer called on washday Morning to make an appointment with parks motors and had one set for 11/7/2014. Customer states that night customer was driving down the highway at 55 mph when all of a sudden the vehicle brakes on its own like customer was going to hit something in front. Customer took vehicle yesterday to Parks. Customer states that customer was treated very poorly with the SM at the dealer like they were not going to service vehicle because of the poor score customer gave the dealer. Customer states that customer heard that the person that is giving customer the vehicle payment also was going to put a stop hold on check because might be trading in vehicle. Customer states do not know what is going on and wants vehicle fixed and safe. Writer understands frustration. Writer advised customer that writer will have to call over to the dealer and then call customer back next week.
Writer received call from customer. Customer states that customer vehicle has been at the dealer since 11/7/2014 and has not heard anything. Customer states that customer wants answers on what is going on with vehicle and customer states that customer has not heard of customer vehicle payment going through. Customer wants some answers today. Writer understands the frustration on what customer is going through. Writer advised customer that writer will go ahead and call dealer and than given customer a call back later today.
Writer attempted to contact dealer 68116 Service Manager (SM) Dennis, however, SM not available. Left message for a return call at extension 40675. The reason for the dealer contact was to provide or request the following information: to find out the status of customer repair to the vehicle and what needs to be done. Need to find out about the vehicle payment reimbursement that customer said was supposed to receive and did not.
Also talk about the rental that customer paid for.
Writer received call from customer. Customer states wanted to let writer know that customer did have to rent a vehicle for the weekend. Customer states the loaner vehicle was too small to take for the weekend. Customer rented a GMC vehicle that cost $35 a day plus tax. Writer will mention this to the SM and what is going on.
Writer received call from Service Manager Dennis at dealer 68116. SM states that this is the 2nd time customer has come in for an electrical concern with her vehicle. SM states that the customer first time it came in was the ground wire that was bad and was replaced. SM states that the vehicle was from another dealer that replaced 3 modules but not the ground wire. SM states the vehicle is at dealer now because the ACC-FCW warning lights came on and the vehicle collision warning came on. SM states customer states that the vehicle broke on its own like it was going to hit something in front but nothing was there. SM states has test driven the vehicle multiple times and even did what star said to do and cannot duplicate the concern and no codes came up. SM states that the first time customer was in SM contacted the AM which approved for a reimbursement on a vehicle payment but this time customer came in saying wants vehicle bought back. SM put a hold on the check because of this. SM states the rental customer had to pay for are going to be covered by the SM. Writer thanked dealer for the information and will follow up.
Writer attempted to contact customer, however, customer was not available. Left message for a return call at extension 40675. The reason for the customer contact was to provide or request the following information: to go over the case with customer
AM email sent
Writer attempted to contact customer, however, customer was not available. Left message for a return call at extension 40675. The reason for the customer contact was to provide or request the following information: to go over the case with customer
Status update provided via email to the following email address: [redacted]
I am contacting you in regards to the case you opened with Jeep.
I would like to speak with you about this case; if you could contact me at your earliest convenience I would greatly appreciate that.

My contact numbers is 800-763-8422
My direct extension is 40675
Thank you for being apart of the Jeep Family!
End of Status Update
Writer contacted the Service Advisor. SA stated that the vehicle is not at the dealership.
Customer is seeking lemon law buyback/replacement.
What s the main concern? That the two loss grounds affected all the components
If known, how many repairs and/or dealer visits for concern? 10 times
If known, how many days down? 18 days
Describe previous offers made: None
Writer contacted the customer. Customer states that she was promised that the dealership would reimburse a vehicle payment. Customer stated that the dealership has not been of any help ever since the customer gave the dealership a bad survey. Customer doesn t feel why she had to wait weeks to get a vehicle payment then for the vehicle to have another issue to have it looked at for review then not being able to receive the payment. Customer feels that she is having this miss treatment because she gave the dealership a bad survey. Writer informed the customer once the vehicle comes back from being reviewed and the vehicle repaired that we can see what we can do for the vehicle payment. Writer stated that we cannot guarantee that the customer will get it but we can see what we can do.
********** 91L Review **********
91L reviewed and returned to 88 for case handling
****ATTENTION CUSTOMER CARE AGENT****
This customer has contacted Customer Care seeking Lemon Law buyback/replacement. Preliminary research has determined this vehicle warranty history does not merit further review. Please continue case management in an attempt to resolve the customer s concern and/or issues.
Writer contacted customer. Writer explained to customer that writer received customer case back. Writer explained that customer vehicle did not qualify for lemon law/buyback/replacement. Customer wants to know why. Writer explained the factors that the care analyst looks for. Writer advised customer will do the vehicle payment for the customer. Customer wants to speak with a supervisor on why exactly it did not qualify. Writer transferred customer over to MG1439 at ext. 40638.
AM email sent
Writer contacted dealer 68116 service. Writer spoke with SM Denis. Writer explained to SM that the vehicle did not qualify for lemon law or buyback/replacement. Writer advised that customer accepted the vehicle payment and about rental. SM states that the AM has approved for the vehicle payment to be given to customer. SM states have all the information and will give to AM. SM states will submit and take care of the rental vehicle. SM states that customer has to submit a rental bill to SM to submit to AM. SM states that the last time customer was in could not duplicate concern. Writer thanked dealer for the information and will also email the AM on this.
******IMMEDIATE SUPERVISOR******
Customer was transferred to an immediate supervisor at ext. 40638. Miss. [redacted] is passionately less than satisfied with the replacement vehicle outcome per lines 313 - 319. Writer advised that there is no further information regarding the Care Analyst Team s review. Customer advised that the vehicle brakes immediately engaged while the customer was traveling at 55 mph. Customer requested for the vehicle payment and rental reimbursement to be sent to the customer immediately. Customer alleges that the payments were coming from the dealership, in particular SM Dennis. Writer verified the information with the Case Manager who advised that the Area Manager is involved in reimbursing the customer and a call would be made to the dealership while writer had the customer on the line (please reference lines 328 337). Customer also stated taking the vehicle to Davis Moore dealership to obtain a second opinion. Customer requested for CAC to cover the rental. Writer declined due to no

diagnosis being done but that rental will be assisted with once the diagnosis is performed and repairs have started. Customer also requested for the extended warranty purchased through Parks (68116) to be refunded. Writer stated that the warranty is a dispute between the dealership and the customer as it was purchased through the finance department with the vehicle loan. Customer also stated repurchasing a new warranty once the customer finds a suitable dealership. Customer passionately refuses to work with Parks (68116) due to the less than satisfying service the customer has experienced with the finance, sales and service department. Writer advised that the feedback with be handled through the proper internal channels. Writer then realized that the call with the customer was dropped. Writer contacted the customer at [redacted] and left a message apologizing for the dropped call and requested the customer to return writer s call to ext. 40638 or to contact the Case Manager at ext. 40675 to conclude the conversation.
******SUPERVISOR CALLBACK******
Writer contacted the customer again [redacted]. Writer was informing the customer of speaking with the Case Manager and attempting to obtain the proof of payments for the rental and vehicle payment that the dealership is reimbursing to the customer. Writer noticed that the call dropped and was disconnected. Writer reattempted to reach the customer at [redacted]. Writer left a message advising of the fax number and that writer will send a documentation request link to obtain the proof of payments. Writer stated that the Case Manager will follow up with the customer no later than 11/28/2014 but that an attempt will be made before the holiday. Customer called back immediately after message to ext. 40638. Writer reiterated obtaining the proof of payments and follow through will be done with the dealership. Customer also wanted to add that the dealership damaged the dash lining when trying to pry it with a flat head screw driver. Customer stated that the dealership has ordered a part to replace the damaged piece. Writer advised that the Case Manager will follow up with the dealership next week before contacting the customer. Customer advised that there is no further assistance needed by writer at this time.
Received email response from AM
Writer contacted customer. Writer explained that the documents to cut the check for the car payment have been received and need the documents for the rental. Customer states were told by dealer that if more documents were needed then Chrysler would ask for more documents. Customer does not want to have to deal with the dealer. Writer advised customer that writer will send to customer a link to send in the rental bill and proof of payment to writer to forward on. Writer advised customer that writer will keep follow up with customer on this.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-12-03 @ 20:03
***** Customer Document Received *****
Area Manager called on behalf of customer requesting to speak to the Case Manager. Agent refferred to AC ID 19956
Writer received voice mail on 12/4/2014 from AM Rck to call back about the check.
Customer Document Reviewed.
Writer contacted AM back. Writer explained to AM that customer would like to get rental covered by Chrysler. Writer states that the dealer said would submit to AM for approval. AM states will reimburse the one vehicle payment. AM states will look into the rental and let writer know.
AM is reimbursing customer for one months payment and rental as goodwill. Total is $1089.93.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBG2 EC[redacted] | **Open Date** | 10/23/2014 | **Built Date** | 03/30/2013 | | |
| **Model Year** | 2014 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/02/2013 | **Mileage** | 5,024 | **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** | 57778 | NAPLES DODGE/CHRYSLER | | | |
| **Dealer Address** | 6381 AIRPORT PULLING ROAD | | | | |
| **Dealer City** | NAPLES | **Dealer State** | FL | **Dealer Zip** | 34109 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | NAPLES FL [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Navigation System - Unknown - Default | GPS making unnecessary U-turns |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - Survey By-Pass - Default - Default - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
The customer is being handled by the ECS Team
Dealer code: 57778
POC Name and position: Tech Josh or SM Mildred
POC number: 239-594-5075
POC e-mail:XXXXXX
Current mileage: 5024
Customer concern: 1)GPS making unnecessary U-turns 2) forward collision warning is not working correctly.
Dealer diagnosis: Assistance
Recommended repairs:1 & 2 Assistance from TS
Is the customer in a rental: Yes
Is the customer waiting: NO
Customer name: MR [redacted]
All customer contact numbers: [redacted] cell
Best time of day for contact: Anytime.
Writer advised SA Jose that writer will send off to TS for assistance.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-10-23 @ 09:59
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer; customer stated that he did not have time to talk and to call back later.

CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Status update provided via email to the following email address:
[redacted]
My name is Ashley and I have been assigned as your Customer Advocate with Jeep Enhanced Customer Satisfaction. Here is some information that you may find helpful:
Your case number [redacted]
Enhanced Customer Satisfaction phone number: 1-800-763-8422
My direct extension: 40513
My work hours: 8:00 AM to 4:30 PM MST, Monday Friday
Per our last conversation, I would like to contact you when it is best suited for you. If you could please reply to this email or give me a call with a time that you would be able to discuss your Jeep. I would like to assist with anything that I can. Thank you and have a great day!
End of Status Update
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer attempted to contact customer and line had static then disconnected.
Writer attempted to contact customer at [redacted] and was advised that number is disconnected.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40513. The reason for the customer contact was to provide or request the following information: Follow up with repairs. Writer will attempt again on Tuesday 11/4.
Writer attempted to contact customer at [redacted] no answer as the message said the machine is off.
Writer attempted to contact customer at [redacted] and was advised that customer is not taking calls at this time.
Writer attempted to contact customer at [redacted] and was unable to leave a message due to machine being off.
Status update provided via email to the following email address:
[redacted]
This is Ashley with Jeep Enhanced Customer Satisfaction. I am just following up with you on the repairs to your vehicle. I have not been able to reach you by phone and would like to discuss any concerns you may have with your vehicle. If you would like to give me a call back at 1-800-763-8422 ext. 40513 or reply to this email. Thank you for your time and have a great day!
End of Status Update
Begin Customer Message reviewed:
Hello Ashley,
I have send a letter with copies of ROs and sales info to chrysler and asked to get the car replaced.
The FCW system got worth since the last repair. It now logs at times on to vehicles in the right or left lane and flashes 'BRAKE' when I am partially past that vehicle. The FCW does not apply the brake at that time even so it is set to brake.
One time the ACC was set maintaining the set speed while the FCW flashed 'BRAKE'. The ACC is also acting up at times. I pass a vehicle traveling in the right lane while on a set speed, the ACC slows my car somewhat down (not behind the passing vehicle) and than returns to the set speed.
Regards
[redacted]
Iam for an other week in NC.
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
This is Ashley with Jeep Enhanced Customer Satisfaction. I apologize that

you have not had a positive experience with your vehicle. Per your previous email, I will be escalating your case to another department for review in regards to that request. It will take 3-5 business days, and either I or the other department will be contacting you for further steps. Thank you for your patience and have a great day!
End of Status Update
Customer is seeking lemon law buyback/replacement.
What s the main concern? GPS and front collision
If known, how many repairs and/or dealer visits for concern? unknown
If known, how many days down? Unknown
Describe previous offers made: none
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
*** Claudia with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer
should call, please direct them to contact Claudia directly at 214-583-2135. Thank you. ***
>Called customer at [redacted], phone rang a couple of times...the line went silent and call was disconnected.
>Called customer at [redacted], phone rang continuously for one minute, got a message 'the machine is off'. Call was disconnected.
11/12/14 - Please see notes in CAIR ID: 2[redacted] in response to owners certified letter, template for replacement vehicle being sent to ISG for processing. MB73

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBGX | EC[redacted] | ***Open Date*** | 10/27/2014 | ***Built Date*** | 05/05/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/20/2013 | ***Mileage*** | 20,000 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***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*** | 45499 | ROCKY TOP CHRYSLER JEEP DODGE | | | |
| ***Dealer Address*** | 3269 WINFIELD DUNN PKWY | | | | |
| ***Dealer City*** | KODAK | ***Dealer State*** | TN | ***Dealer Zip*** | 7764 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | GREENEVILLE TN 3[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | repeat issue with the adaptive cruise control |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: customer is calling about the issues with the adaptive cruise control. Customer states the issue has been going on for months.
Customer states when he goes to release the cruise control it will not function causing him to go to the same speed.
Briefly summarize what the customer is expecting: Customer is seeking assistance with getting the cruise control issue resolved. Agent contacted Rocky DRL: 45499. Agent spoke with John SA. John states no rrt- or recalls on the vehicle. John states they diagnosed the issue but cannot duplicate the problem. John states all the latest updates have been done on the vehicle. John states David SM is trying to contact the TA from STAR. Agent advised customer once David contacts CAC we will be able to review further as to why the cruise control issue has not been resolved. Agent advised customer once David has been in contact agent will contact the customer with the next processing steps.
Agent contacted the DRL 45499 to speak with David. David states they cannot duplicate the issue. Agent was advised as per TL SG893. Agent advised customer of the ESC number 800-763-8422 as per AC22276. Agent transferred customer to the ESC department ext66075. Agent was unable to reach any other agent as phone was disconnected 3 times during attempts.
[redacted] called, requesting that the case be reopened.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 4[redacted]
Customer email address for case updates: none
Who has possession of the vehicle? unknown

Has the vehicle been diagnosed by a CDJ dealer? yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 45499
Reassigned to 88W
Charles Greene called requesting to speak to CA AM1777. Writer advised CA AM1777
is unavailable. With customer s permission, writer transferred customer to CA s voicemail.
Customer contacted writer; customer stated that when the vehicle is on cruise control and he speeds up to pass a vehicle the vehicle will continue to speed up. Customer stated that there is still a noise in the dash as well. Writer advised speaking to previous CA to discuss previous cases. Customer stated that a technician was supposed to come out and look at the vehicle. Writer advised contacting customer once figuring out what is going on with the vehicle. Customer advised calling on cell phone [redacted].
Writer prompted TS Clint for further assistance.
Writer contacted customer; writer advised that the customer needs to take the vehicle to the dealership for a diagnosis with a data recorder.
Writer advised calling the dealership to set up an appointment. Customer advised that he will be out of town the week of 11/17. Writer advised trying to figure out an appointment.
Writer contacted dealership and set up an appointment for Wednesday 11/12. Writer advised that customer will need to be provided with a rental vehicle.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40513. The reason for the customer contact was to provide or request the following information: Advise lines 49-51. Writer advised calling on Wednesday after appointment.
Writer contacted customer on cell phone; Customer stated that he might be late due to a doctors appointment. Writer advised that as soon as the vehicle is there that a TS will be involved and contact customer back later on with further updates.
Writer contacted SM; SM advised that the customer did not bring the vehicle in for service today.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40513. The reason for the customer contact was to provide or request the following information: Advise that customer needs to bring vehicle to the dealership. Writer advised calling customer on Friday 11/14.
Customer contacted writer; customer stated that he will be on vacation all next week. Customer stated that he does have an appointment on 11/25. Writer advised calling on 11/24 to verify.
Status update provided via email to the following email address: [redacted]t
This is Ashley with Jeep Enhanced Customer Satisfaction. I just wanted to call to remind/confirm that you have a scheduled appointment for tomorrow 11/25. Give me a call or reply to this email if plans have changed or you have any questions/concerns. Thank you and have a great day!
End of Status Update
David called and stated customer informed them to bring vehicle in so they are able to put in a data recorder and they do not have a data recorder for a y Tec vehicle and they have been unable to duplicate the customer s concerns. David also stated he will speak to his SM about getting one, writer stated we will inform CA to contact customer and further discuss what the next course of action will be.
Writer contacted SA David; SA stated that he test drove with the customer and found nothing wrong with the vehicle. SA advised that the customer is not suppose to use the cruise control in stop and go traffic. SA advised that he is going to have the AM come and drive the vehicle. Writer advised contact information and advised SA to contact writer with updates.
Agent attempted to contact customer [redacted] however, customer was not available.
Left message for a return call at extension 40513. The reason for the customer contact was to provide or request the following information:

Advise lines 84-89.
Agent attempted to contact customer at 4[redacted], however, customer was not available.
Left message for a return call at extension 40513. The reason for the customer contact was to provide or request the following information: Advise lines 84-89. Writer will attempt again on Wednesday 12/3.
Writer attempted to contact SM David and left a message requesting a call back in regards to AM appointment.
Writer contacted customer; Writer advised lines 84-89. Writer advised contacting customer back once an appointment is scheduled.
Writer dialed SM David who stated he is still waiting for a response back from his AM and to contact him back next week when he has more information.
Writer contacted SM David; SM stated that the TA for their area has retired. SM stated that his AM and himself is working towards getting the TA from Alabama to come look at the vheicle. SM stated that the AM is Gaylon Morgan. Writer advised calling SM on Thursday for further updates.
Writer contacted SM David; SM stated that the TA will not be able to come and look at the dealership until the first of the year. Writer advised contacting SM once a week until a concrete appointment is scheduled.
Writer contacted customer; Writer advised lines 111-113. Writer advised that another CA will follow up with customer once a week until appointment can be scheduled.
Called David sm to check on if there is a date on when the TA will be out. David sm advised writer that he does not know if they are going to send a TA out from Florida or where but they did advise him it would be after the 1st of the year.
Called [redacted] customer to advise that writer did speak with the dealership and that there will not be a TA out till after the 1st of the year. Customer advised writer that would be fine, and he will be out also till 1-10-15. Writer advised customer that writer will note the case and will be checking with the dealership for a better date for the TA and will contact customer after customer returns.
Status update provided via email to the following email address:
[redacted]
This is Ashley with Jeep Enhanced Customer Satisfaction. I have returned to work and will continue to work on getting an appointment for you. I understand that you will not be able to take the vehicle into the dealership until January 10th. Is that still correct? I want to make sure that I schedule a date appropriate to your schedule. Let me know! Give me a call at 1-800-763-8422 ext. 40513 or reply to this email. Thank you and have a great day!
End of Status Update
Status update provided via email to the following email address:
[redacted]t
This is Ashley with Ram Enhanced Customer Satisfaction. I just wanted to follow up with you on the status of your case. I have been provided information that you are not able to take the vehicle in until after January 10th. If that still correct? I would like to know your schedule so I can make an appointment for you. Please reply and advise. Thank you and have a great day!
End of Status Update
Writer contacted SM David; SM stated that they have one guy coming out to look at another vehicle at the end of the month depending on when the customer can bring in the vehicle. SM stated that he will keep writer updated.
Status update provided via email to the following email address:
[redacted]
This is Ashley with Jeep Enhanced Customer Satisfaction. I just wanted to follow up with the status of the case. The dealership has a Technician coming to look at another vehicle at the end of the month and they are hoping that he will also be able to look at yours. I am working on getting you an appointment. Let me know if your need anything in the meantime. Thank you and have a great day!
End of Status Update
DEALER CONTACT- 865-932-4144.

SM David stated the Technician will be there on 1-29-2015. SM advised that he e-mail the Technician and is waiting to hear if he will be able to look at the vehicle. SM stated that he should have more information within a week.
** Follow up with SM David on Friday 1-23-2015 to see if the Technician will be able to look at customer s vehicle.**
Writer attempted to contact SM David and left a message in regards to customer appointment with TA.
Status update provided via email to the following email address:
[redacted]t
This is Ashley with Jeep Enhanced Customer Satisfaction. I just wanted to follow up with you in regards to your vehicle. A Technical Advisor will be at the dealership on 1-29 and I am trying to verify if he will be able to look at your vehicle while he is there. I will get back to you as soon as I have more information. Thank you and have a great weekend!
End of Status Update
Writer contacted SM David; SM stated that they have been assigned a new TA and will be starting on February 2nd. SM stated that he will schedule a time after the second.
Status update provided via email to the following email address:
[redacted]
This is Ashley with Jeep Enhanced Customer Satisfaction. I just wanted to let you know that a new Technical Advisor has been assigned to your dealership and he will be starting in February. We will be scheduling a new appointment once he is able to start. I will let you know if there are any further updates on a specific date. Thank you and have a great day!
End of Status Update
Writer contacted SM David; SM stated that the DM is at a meeting in Detriot and when he gets back beginning of next week an appointment will be made.
Status update provided via email to the following email address:
[redacted]
This is Ashley with Jeep Enhanced Customer Satisfaction. I just wanted to give you an update with your vehicle. I have contacted the dealership and they are still working on getting you an appointment but they advised me that they should know beginning of next week. I will be contacting you back with further information. Thank you and have a great day!
End of Status Update
Writer attemtped to contact SM David and left a message requesting information on AM appointment.
Writer attempted to contact SM David and left a message requesting a call back on AM appointment.
Writer contacted SM David; SM stated that the appointment is scheduled for Wednesday 2/18.
Writer contacted SM David; SM stated that the customer could not make the appointment because of weather. SM stated that he will have to with the the TA for another appointment.
Status update provided via email to the following email address:
[redacted]
This is Ashley with Jeep Enhanced Customer Satisfaction. I just wanted to follow up with you on your case. I understand that you could not make the appointment today because of weather. Dave advised me that he would work with the Technical Advisor on another appointment for you. Thank you for your patience and have a great day!
End of Status Update
Writer attempted to contact SM David and left a message requesting a call back in regards to customer AM appointment.
Writer contacted SM David; SM stated that he does not have an appointment scheduled yet but is waiting for the customer to call him to make a schedule. Writer advised contacting customer to schedule an appointment.
Status update provided via email to the following email address:
[redacted]
This is Ashley with Jeep Enhanced Customer Satisfaction. I just wanted to follow up with your case. I have contacted David at the dealership and he advised me that they are waiting for you to call them to make an

appointment. So, just give the dealership a call, and we can get an appointment scheduled. Thank you and have a great day!
End of Status Update
Writer contacted dealership on 865-932-4144 and requested to speak to SM David. SM advised that for case to move forward, an appointment with the tech rep and the customer needs to be arranged so a test drive can be completed. SM advised that customer is having problems with the adaptive cruise control as he is trying to change speeds. Dealership is having a difficult time helping customer how to operate vehicle properly. SM will not move forward with any repair attempts of diagnosis until meeting has been completed. Dealer has been trying to resolve for three months. SM advised that meeting was set up but customer did not keep because of bad weather. SM will contact tech rep and try to reschedule appointment.
Writer advised that writer will be CA on case at this time and will email writers contact information to dharkleroad@rockytopcjd.com.
Writer attempted to contact customer at [redacted]. Writer spoke with Mrs[redacted]e, who advised that it would be best to call back in an hour. Writer will call back.
Writer attempted to contact customer at 4[redacted]. Writer spoke with M[redacted] and advised that writer will now be the CA on the case.
Customer gave permission for writer to send contact information by email. Customer also noted new contact information on call. Writer and customer agreed that writer would monitor case and followup after meeting had been set up by dealer.
Writer contacted dealership on 865-932-4144 and spoke with SM David. SM is still waiting for reply concerning meeting with tech rep. SM is hoping to have an answer by early next week. Writer will follow up again on 03.12.2015 if SM has not made contact.
Writer contacted dealership on 865-932-4144 and spoke with SM David. SM advised that meeting has been set up for 03.18.2015 at 11 am.
Status update provided via email to the following email address:
[redacted]t
Thank you for working with Jeep Enhanced Customer Satisfaction concerning your case [redacted] I have been advised by the dealership that a meeting has been set up concerning your vehicle on 03.18.2015. I will follow up with you on 03.20.2015 to be sure that your concerns have been addressed. Also moving forward, I will be your customer advocate. My name is Leslee and you can reach me at 800-763-8422 my direct extension is 40614. I am usually in the office from 7 am until 1 pm MST.
Thank you again for working with Jeep Enhanced Customer Satisfaction.
End of Status Update
Writer contacted dealership on 865-932-4144 and requested to speak with SM David, however,
SM not available. Left message for a return call at extension 40614.The reason for the dealer contact was to provide or request the following information: Get updated on meeting with tech rep on cruise control.
SM David made contact and advised that the tech rep heard a noise that happens when the vehicle slows and speeds up and it researching. Tech will try to be back at the dealership in one week. Writer will follow up again on 03.27.2015.
Status update provided via email to the following email address:
[redacted]
Thank you for working with Jeep Enhanced Customer Satisfaction concerning your case [redacted] I spoke with the service manager, David, at the Rocky Top dealership and he advised me that the tech that test drove your vehicle would like some additional time to research your concerns. I will follow up with you again on 03.27.2015. If you would like to speak with me before that date, please contact me at 800-763-8422 my direct extension is 40614. Thank you for your patience and for working with Jeep Enhanced Customer Satisfaction.
End of Status Update
Writer contacted dealership on 865-932-4144 SM David. SM advised that tech made contact and advised that they are aware of another Jeep that is experiencing the same concern and will continue to research. Writer will follow up on 04.08.2015.
Status update provided via email to the following email address:

[redacted]
Thank you for working with Jeep Enhanced Customer Satisfaction concerning your case [redacted]
I spoke with the service manager, David, at the Rocky Top dealership again today and he advised me that he is still working with the tech. The tech is requesting additional time to complete more research. I will continue to check back with the dealership and keep you updated. As I will be out of the office and back on 04.07.2015, would it be ok for me to update you on 04.10.2015? If you need assistance before that date the SM would be happy to assist you or you can call my number - 800-763-8422 EXT 40614 - press 0 and another customer advocate can assist you. Thank you again for working with Jeep Enhanced Customer Satisfaction.
End of Status Update
Writer contacted dealership at 865-932-4144 and spoke with SM David. SM advised that he will contact the tech and get some firm information to move the case forward (Tech researching another vehicle with similar cruise control issues). Writer will follow up again on 04.09.2015.
Agent attempted to contact dealer Service Manager at 865-932-4144 however,
SM David not available. Left message for a return call at extension 40614. The reason for the dealer contact was to provide or request the following information: Get an update on what Tech would be doing concerning cruise control issues
Writer contacted dealership at 865-932-4144 and spoke with SM David. SM advised that the tech (Tommy) will email writer directly about what he will be doing to resolve the customers concerns.
Writer attempted to contact customer at [redacted]4. Writer advised that writer will make contact as soon as writer receives email from tech. If no information is received, writer will contact customer and set new follow up date.
Writer contacted dealership at 865-932-4144 and requested to speak with SM David. SM was not available and writer spoke with SA John, who advised that SM was doing test drive but that he would give him message to contact writer as tech has not emailed writer yet.
Writer contacted dealership at 865-932-4144 and spoke with SM David. Writer advised SM that contact had not been received from Tommy and SM advised writer to contact him directly at 407-461-5740 or email him at [redacted]
Writer contacted tech Tommy who advised that he heard clicking noise and that he will be going into the dealership in May and arrange for SM to set up appointment for customer. Writer inquired about case handling and Tommy advised that he usually has authority to do repairs and works with dealer. Writer inquired if writer should get updates from dealer or Tommy. Writer advised that CA should get updates from dealer and monitor for customer. Writer will contact customer and SM and advise.
Writer contacted SM David and advised him the case will be transferred to P67 for recall handling of parts and that customer will be contacted about how case will be handle when tech Tommy is available.
Writer attempted to contact customer at [redacted], however, customer was not available.
Left message for a return call at extension 40614. The reason for the customer contact was to provide or request the following information: Writer advised customer that writer will be transferring case for P67 recall handling. Writer will also attempt to contact customer again on 04.6.2015 to advise of how clicking noise concern will be handled.
Writer contacted customer at [redacted] Writer advised customer that tech Tommy will be coming to the dealership but does not have his schedule set. Tommy will contact the dealership and they will contact him and set up times. Writer advised customer of P67 recall and handling process. Customer inquired about recall and writer reviewed all recalls with customer.
See case [redacted] for P67 recall handling.
Writer contacted dealer at 865-932-4144 and spoke with SM David. Writer verified that customer is on dealership waiting list for parts.
CLOSED LOOP UPDATE - no need for additional follow-up.
Dealer sent email that customer has appointment set for 05.13.2015.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJEJG5 EC[redacted] | **Open Date** | 10/31/2014 | **Built Date** | 01/15/2014 | | |
| **Model Year** | 2014 | **Body** | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | | | |
| **In Service Dt** | 01/31/2014 | **Mileage** | 18,868 | **Dealer Zone** | 63 | DALLAS | |
| **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** | 45056 | HELFMAN DODGE INC | | | |
| **Dealer Address** | 7720 KATY FREEWAY | | | | |
| **Dealer City** | HOUSTON | **Dealer State** | TX | **Dealer Zip** | 77024 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | HOUSTON TX[redacted] | **Country** | UNITED STATES |

| |
|---|
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default |
| Product - Electrical - Remote/Key Fob - Default - Default |

CQI Survey Record Received - DATE : 10/31/2014
Survey Number : 4183943
Quality Survey ID Number: 275591643
Survey Date : 10/29/2014
VIN Last 8 : EC3[redacted]
CQI Comments : [redacted]
Customer Comments;
Key fob entry system broken/not working
Voice Activation System works properly, but difficult to understand/use; controls in a poor location
Reason for Customer Contact: Need to ask customer is their concerns have been resolved. If not, gather more information regarding customer complaint.
Customer s Preferred Method of Contact: Phone
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening):
Customer Email address: None
Reason for assigning to Resolution Team: Agent unable to contact customer
Assigned to 86T
.
CUSTOMER VERBATUM SURVEY COMMENTS:
.
Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location
Additional Comments: cruise control get an error message
Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply): Other (please describe).
cruise control get an error message

Vehicle Issues/Things Gone Wrong
Continuous Quality Insight Entertainment/Navigation System/Connectivity. Features/Controls/Displays.
Entertainment/Navigation System/Connectivity
Please choose your cell phone brand Samsung.
Please choose your cell phone carrier Sprint Nextel.
Please tell us your cell phone model S5
Key fob entry system broken/not working
Please describe conditions when this trouble occurs: cell phone blocks signal
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
How often does this trouble occur? Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed: At delivery.
Trouble with the key fob entry system occurs: Both locking and unlocking.
Please indicate what type of trouble was experienced with the key fob entry system (check all that apply): Other (please describe). cell phone blocks signal
Door locks/key fob entry system
Door locks/key fob entry system Key fob entry system broken/not working.
.
Have you taken the vehicle to a dealer to have your trouble corrected? Yes.
Was the trouble resolved to your satisfaction? No.
.
Please explain further about your choice to recommend your vehicle: Chrysler never has a fix and does not stand behind the car
Where did you take your vehicle to have your trouble checked out? (check all that apply) Took to the dealer I purchased my vehicle from. there is a star case however Chrysler does not have a fix
.
Agent reviewed previous claims this customer had been in the dealer less than 30 days ago.
.
DEALER CONTACT: HELFMAN CDJ, | 45056, | 713-533-6100
SA Matt Randall, | SM Tim Mclean:
SA: No answer, provided the following: vin, cair, rep. name, and return contact 877-759-5427 ext 4718378.
.
MESSAGE FROM DEALER: today @ 9:04 am
SA Matt called returning agent s call. 713-533-6262
.
DEALER CONTACT: HELFMAN CDJ, | 45056, | 713-533-6262
SA Matt Randall, | SM Tim Mclean:
SA: No answer, provided the following: vin, cair, rep. name, and return contact 877-759-5427 ext 4718378.
.
DEALER CONTACT: HELFMAN CDJ, | 45056, | 713-533-6262
SA Matt Randall, | SM Tim Mclean:
SA: No answer, provided the following: vin, cair, rep. name, and return contact 877-759-5427 ext 4718378.
.
# # # # # # # # # DIRECT-TO-DEALER # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
.
The unresolved concern is:
electronic control failure, cruise control not working, and collision avoidance not working.
.
Action requested:
Customer seeking to have these concerns resolved.
.
Please update this CAIR with resolution.

##########################################
.
REASSIGNED TO BC/DLR 63 45056 11/05/14 16:04 O [redacted]
.
DEALER CONTACT: HELFMAN CDJ, | 45056, | 713-533-6262
SA Matt Randall, | SM Tim Mclean:
SA states on 10/08 the vehicle was there, they where only able to duplicate the concern once only. SA states they had not been able to re-duplicate it again and the customer called them showing them an image that the concern is still present.
.
The last time this vehicle was at the dealer is less than 30 days and this case will be sent to a CM for further handling.
.
Status update provided via email to the following email address:
[redacted]
We regret the concerns you re experiencing with the colision avoidance concerns. We noticed that you attempted to have Helfman s Dealership work on your 2014 Jeep Grand Cherokee for the concerns. However, since your vehicle concerns are not met to your satisfaction, we are sending your case to a Case Manager who will get in contact with you soon and see if there is anything we can do to satisfy you as our valuable customer. This referral action will provide the best opportunity for your request.
A Case Manager will be in contact with you regarding your case.
If you require immediate assistance, please contact 1-877-IAM-JEEP (1-877-426-5337).
Sincerely,
Nick
Jeep Customer Care
End of Status Update
.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 7[redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?
vehicle was at dealer less than 30 days from this complaint, this is an unresolved repairs seeking technical assistance.
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
In Warranty
MVP: ECPS24N Essential Care Synthetic, LWA100N Lifetime Added Care
Household: 4 new, 0 used
Writer contacted dealer at 713-533-6100. Service Manager unavailable.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40687
The reason for the dealer contact was to provide or request the following information: Provide VIN and inquire what is going on with vehicle.
Writer contacted dealer at 713-533-6100. Service unavailable.
CONTACT UPDATE - Customer was contacted today at 12:53.
Writer contacted customer at [redacted]. Customer requested to be called back in an hour.
Writer contacted customer [redacted]. Customer stated the error message states, ACC/FCW Unavailable Service Required. Customer stated he has been working with Matt at DLR. Customer stated last time he had a CM is was very unproductive. Writer apologized and advised we will do our best to make sure we are not wasting customer s time. Writer inquired about expectation. Customer expects his vehicle to be fixed properly. Writer advised we will speak with DLR and follow up with customer no later than 11/13.
Agent attempted to contact dealer Service Advisor (SA), however, SA not available. Left message for a return call at extension 40687
The reason for the dealer contact was to provide or request the

following information: Advise of lines 150-151 and inquire what we can do to asist customer. Request a call back.
Agent attempted to contact dealer Service Manager George Pena (SM), however,
SM not available. Left message for a return call at extension 40687
The reason for the dealer contact was to provide or request the following information: Advise of lines 150-151 and inquire if there is anything we can do to assist customer, request a call back.
Received Service Manager s email: [redacted].
Writer contacted dealer at 713-533-6100. Writer was advised to contact SM by email. SM email: [redacted]
Writer received email from Service Manager. SM stated DLR would be happy to test drive with customer. SM stated DLR will take in vehicle upon duplicating the concern. SM advised to have customer set up an appointment for a test drive with Matt Randall, who can be reached at 713-533-6262.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40687. The reason for the customer contact was to provide or request the following information: Advise of lines 172-176 and advise a follow up 11/18.
Writer contacted dealer at 713-533-6100 spoke with Service Advisor Kevin. SA stated there is no appointment showing for customer and customer has not been to DLR since 10/14. Writer thanked SA.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40687. The reason for the customer contact was to provide or request the following information: Writer advised as there is no diagnosis case will be closing. Advise as soon as cusotmer can bring vehicle to DLR case can be reopened. Provide Case number for reference and Jeep Customer Assistance number.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ1 | FC6[redacted] | ***Open Date*** | 11/05/2014 | ***Built Date*** | 09/05/2014 | |
| ***Model Year*** | 2015 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 09/13/2014 | ***Mileage*** | 2,921 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 45214 | UBERSOX CHRYSLER, INC. | | | |
| ***Dealer Address*** | 165 NORTH 4TH STREET | | | | |
| ***Dealer City*** | PLATTEVILLE | ***Dealer State*** | WI | ***Dealer Zip*** | 3818 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | KENOSHA WI 5[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Differential Gear Assy's - Axle Shaft - Other - Unknown | Noise in axle |
| Product - Transmission / Transaxle - Manual Trans / Transaxle - Other - Default | Noise in transmission |
| Product - Body / Trim / Paint Finish - Body Hardware - Buzz, Squeak, Rattles - Door-Sliding | Rattle in doors as well as they are misaligned |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default | Rattle in speaker |
| Product - Body / Trim / Paint Finish - Glass - Wind Noise - Windshield | Wind noise |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Customer Contact Complete | |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |

CQI Survey Record Received - DATE : 11/05/2014
Survey Number : 4183711
Quality Survey ID Number: 276111272
Survey Date : 11/04/2014
VIN Last 8 : FC[redacted]
CQI Comments : \Topics: Issues the vehicle is having Phone: 262-4
55-5846
Customer Survey Comments:
1. Squeak/rattle/abnormal noises from center console
How often does this trouble occur? Trouble occurs regularly.
Please describe in the box below where from the center console the trouble with abnormal noises is located: rattle noise from front interior of the vehicle, don t know if it s from the center console, door panels, or dash
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
To the best of your recollection, the trouble was first noticed: At delivery.
2. Axle makes whining, howling, clunking, or grinding noises
Please describe conditions when this trouble occurs: I ve marked the axel as the thumping or clunking might be from the axel and not the

transmision
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
Are you using your vehicle for towing when the problem occurs? No.
To the best of your recollection, the trouble was first noticed: At delivery.
3. Abnormal squeaks/rattles/noises coming from front doors
Please describe conditions when this trouble occurs: in rough asphalt with large gravel, or over uneven road when there is vibration
Additional Comments: There s rattling noises from all over the dash and instrument panel of the vehicle. I ve taken the vehicle for test drive with dealership s technician and the source of the noises were not know so they said they might need to open the dashboard to find out and I decided not to touch the dashboard and instrument pannel of a brand new car. The noises are absolutely horrible for a +$70k brand new vehicle specially the SRT which is the top of the line
To the best of your recollection, the trouble was first noticed: At delivery.
How often does this trouble occur? Trouble occurs intermittently.
Please indicate which door has abnormal noises (check all that apply): Driver s side front door. rattling noise either from driver s door or instrument panel or air vents
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
4. Front doors are difficult to open/close
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
To the best of your recollection, the trouble was first noticed: At delivery.
Please indicate which of the following best describes your concern (check all that apply): Difficult to close. front passenger s side door is difficult to close. Jeep dealership at first didn t notice the difference but second time taken to the dealership they agreed to the problem, but haven t fixed it yet as they need approval from chrysler for the hinge. As per my experience this just needs alignment/adjustment and not replacement.
Please describe conditions when this trouble occurs: all the time
How often does this trouble occur? Trouble occurs regularly.
5. Excessive wind noise
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
How often does this trouble occur? Trouble occurs regularly.
Please indicate the location of the wind noise (check all that apply): Front windshield. from either the sunroof or front windshield
Please describe conditions when this trouble occurs: wind noise at higher speed or windy conditions
To the best of your recollection, the trouble was first noticed: At delivery.
6. Squeak/rattle/abnormal noises from instrument panel/dashboard
To the best of your recollection, the trouble was first noticed: At delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
How often does this trouble occur? Trouble occurs intermittently.
Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located: rattling noise from the front interior of the vehicle
Please describe conditions when this trouble occurs: uneven road, pavement, humps, etc.
7. Squeak/rattle/abnormal noises from rear cargo shelf/cargo cover
To the best of your recollection, the trouble was first noticed: At delivery.
Please describe in the box below where from the rear cargo shelf/cargo cover the trouble with abnormal noises is located: I hear it when I m driving, so don t really know where it is exactly but probably the tailgate or the side pannels
How often does this trouble occur? Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
Please describe conditions when this trouble occurs: in bumps, uneven road
8. Transmission makes abnormal/excessive noises

Please indicate driving condition when noise occurs (check all that apply): Braking. as explained above
Soon after vehicle start-up.
Normal acceleration.
Deceleration.
City driving/stop-and-go traffic.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply): Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. I think it s more noticeable when vehicle is warm and has been running for a while
How often does this trouble occur? Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed: At delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
Noise sounds like (Check all that apply): Knocking. there s a noise in the rear of the vehicle when it shifts after full stop, or after down-shift or brake after vehicle is moving. It seems like a lose trans mount, or a suspension bushing which is worn out. dealer ship said it s normal, but I don t believe it is.
9. Exterior moldings/trim pieces loose/misaligned/falling off
Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply): Driver s side front fender. driver s side fender flares are lose with a gap between the body and the plastic fender flare. Weak Adhesive. Took to dealer they were not sure if warranty will cover or not.
Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces: Exterior molding/trim is loose.
To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.
Additional Comments: The adhesive holding the molding/fender flares to the body could be of poor quality. It will stick when you press it with the palm of your hand for a while but will loosen over time, under sun, etc.
Approximate mileage when trouble was first noticed was: 1500 - 3999 miles.
Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location
Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply): Other (please describe). Brake warning alert sounded 3 times in absolutely normal street conditions and created a lot of tension for us. We couldn t understand why this alert was activated. No body pulled in front of us, no loss of traction, no interfering objects or obstacles... just warning and the dealership couldn t understand why it happened either...
10. Abnormal Noises
Abnormal Noises Squeak/rattle/abnormal noises from instrument panel/dashboard.
Squeak/rattle/abnormal noises from rear cargo shelf/cargo cover.
Squeak/rattle/abnormal noises from center console.
Squeak/rattle/abnormal noises from door panels.
12. Transmission Noises
Transmission Noises Transmission makes abnormal/excessive noises.
13. Squeak/rattle/abnormal noises from door panels
How often does this trouble occur? Trouble occurs regularly.
Please indicate which interior door panels had abnormal noises (check all that apply): Driver s side front door. don t exactly know where this rattling noise comes from, but it s from all over the frond driver s side of the vehicle, could be instrument panel, doors, etc.
To the best of your recollection, the trouble was first noticed: At delivery.
Approximate mileage when trouble was first noticed was: 0 - 1499 miles.
14. Axle(s)
Axle(s) Axle makes whining, howling, clunking, or grinding noises.
15. Wind Noise
Wind Noise Excessive wind noise.

16. Front Doors
Front Doors Front doors are difficult to open/close.
Abnormal squeaks/rattles/noises coming from front doors.
17. Displays and Instruments
Displays and Instruments Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location.
****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
Reason for Dealer Contact: Customer feels there is excessive noise in multiple parts of the vehicle. Please verify if concern has been diagnosed/ resolved since survey was completed.
Dealer Code: N/A - Customer contact
Dealer Personnel Required: 45214
Customer s Preferred Method of Contact: Phone or email
Customer Phone Number ([redacted]
Customer Phone Number ([redacted]
Customer Email address: [redacted]
Reason for assigning to Resolution Team: Dealership closed
Assigned to 86T
Status update provided via email to the following email address: [redacted]:
Hi my name is Melody from Jeep Customer Care. Your case is being assigned to a Case Manager for further handling. Thanks .Melody!
End of Status Update
***REQUEST FOR SPECIAL HANDLING***
Reason for special handling request: A/C # 18734
Current location of the vehicle: owner
Customer s preferred method of contact:
Customer phone number (Morning): [redacted]
Customer phone number (Evening): [redacted]6
Customer email address: houman [redacted]
Dealer code (if applicable): 45214
Assigned case to 88FÙ for Special Handling
* * * * * CASE MANAGER TEAM - District P * * * * * *
In-warranty
MVP (Active or expired): none
Ownership history: 1 new 0 used
Writer contacted DLR 45214 and spoke to Joe who confirmed that they are the selling DLR but they are hours away from the customer s home. He confirmed that they don t have an open RO and no schedule appointment for diagnosis. He stated that they will be happy to diagnose the vehicle but it will be an inconvenience for the customer due to the distance.
Agent attempted to contact customerat [redacted] however, customer was not available.
Left message for a return call at extension 40551. The reason for the customer contact was to provide or request the following information:
Writer wnted to discuss his case further and get his expectations.
CONTACT UPDATE - Customer was contacted today at 4:30pm MST.
Customer was provided with agent s extension: 40551.
Writer contacted the customer a[redacted] and he has noise concern all over the vehicle. he lives in California now and he took the vehicle to Marin Chrysler DLR *415-886-3222* and test drove the vehicle with the tech and was advised that it s operating normally and the noise comes on only when driving on rough roads. Customer also has a front passenger door concern. When shutting it will not close the first time and the tech also duplicated it and advised that it might need some hinges to the lock system but would not know if Chrysler has it available for the model. Customer stated that this is not normal and are very concerning for a very new top of the line brand. He expects for the engineers to be aware and do something to resolve it. DLR released his vehicle advising that it s operating normally at this time. He stated that he listed the vehicle for sale now but still would like his concerns resolved. writer apologized and advised that he will contact the DLR and inquire if they

can open a STAR case or contact a TA to inquire verify if there s a resolution to is concerns at this time. He understood and agreed for a follow up no later than Wednesday 11/12/14.
Writer contacted Marin Chrysler DLR *415-886-3222* and spoke to Service Advisor Max since the SM was in a meeting. SA confirmed that he was the writer when it was there and that the air vent noise was never duplicated, the rattle in the shifter was as designed since they compared it to like vehicles which does the same. The clunk noise when stopping was never duplicated but they did a TCM update for it. The front passenger door not shutting at first attempt was never duplicated. SA confirmed that at this time the vehicle is operating as designed. Current mileage is 2921 mi.
Writer contacted the customer at [redacted] and he requested for the writer to call him some other time since he was busy.
Agent attempted to contact customer at [redacted], however, customer was not available.
Left message for a return call at extension 40551. The reason for the customer contact was to provide or request the following information:
Writer wanted to discuss lines 222-229 and to advised that if he is still having the issues to feel free to visit any Jeep DLR he preferred.
Writer contacted the customer at [redacted]6 and was advised of lines 222-229. Customer stated that he doesn t believe that the issues are critical or life threatening but it will be destructive or inconvenience & hoping that the clunk in the rear end of the transmission is not a safety issue but he is not driving the vehicle anymore & is waiting for it to be sold. Customer wanted the engineering to be aware about the issues at this time but he has no plan to bring it back to the DLR.
Writer apologized and advised that surveys are made so we can make things better and our engineers to investigate things out of their feedbacks.
Customer understood and agreed for the case to be close since he has no other concerns.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT4 | EC[redacted] | ***Open Date*** | 11/06/2014 | ***Built Date*** | 02/04/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 09/16/2013 | ***Mileage*** | 20,720 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 44566 | RUSS DARROW CHRYSLER, JEEP, DODGE | | | |
| ***Dealer Address*** | 7676 N. 76TH STREET | | | | |
| ***Dealer City*** | MILWAUKEE | ***Dealer State*** | WI | ***Dealer Zip*** | 3223 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | MEQUON WI [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Reverse Camera - Intermittent or Inoperative - Default | Intermittently will not work when backing up. |
| Product - Exhaust - Muffler - Other - Default | Vehicle is blowing smoke |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | Vehicle not to be taken into dealer until issue is more prominent. |
| Product - Electrical - Unknown - Other - Default | Warning lights on dash. |
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer seeking lemon law.
Briefly summarize what the customer is expecting: Lemon law.
Offered to have vehicle looked at per the terms of his warranty. Advised we can escalate to case management to ensure all resources are accessed to guarantee vehicle satisfaction. Customer agreed, customer states he ll be dropping the vehicle off at DLR 63427 tomorrow. Customer states he s gone in a few times now for CEL issues, customer feels the electrical in the vehicle is very glitchy. Customer states sometimes his rear view camera won t work and he keeps getting all kinds of warning lights on his dash. Advised as he has an appointment tomorrow his case would be escalated and he would be contacted in 1-2 business days.
Preferred method of contact: Phone.
[redacted]
Email: [redacted]
Reassigned to 88F.
* * * * * CASE MANAGER TEAM - District P * * * * * *
In-warranty
MVP (Active or expired): none
Ownership history: 1 new 2 used
Writer contacted the DLR and spoke to SA Justine since the SM was off for the day. Advised the SA of lines 5-7. She confirmed that the vehicle is not at their DLR and there is no open RO. She stated that the last time it was there was on 10/16/14 for the cruise control that disengaged and

was repaired. Writer advised her that customer has check engine light, warning lights & rear view camera issues. SA advised to let the customer schedule an appointment for diagnosis ahead of time.
Corection for line 24; last time the vehicle was at DLR 63427 was on 10/16/13.
Agent attempted to contact customer at [redacted]3, however, customer was not available.
Left message for a return call at extension 40551. The reason for the customer contact was to provide or request the following information: Wanted to discuss his case and get his expectations.
CONTACT UPDATE - Customer was contacted today at 12:40pm MST.
Customer was provided with agent s extension: 40551.
Writer contacted the customer at [redacted] and he stated that the day he purchased the vehicle he went back due to wheel alignment repair and it was done twice.
2 visit for check engine light related to the cylinder deactivation
3 visit for the adaptive cruise control before they finally resolved it
2 recalls.
He stated that he contacted Uconnect and he was able to update his own software update for the 3rd time by their assistance since the screen was totally off and is now resolved.
Now he s back at the DLR 44566 for the reoccurring check engine light related to the cylinder deactivation
Vehicle blowing smoke when starting which is a known issue TSB is available.
21 point inspection since every after his oil changed, oil will go over his engine creating an oil smell and he was advised that it s a design issue.
Tire pressure & minor inspections
P36 recall.
Customer expects a replacement vehicle due to his different issues and he wouldn t want to go back to the DLR over & over & thought that he had a bad purchased and would like to have a vehicle where he will visit the DLR only for maintenance appointment. Writer apologized and advised that we don t have a LL dept and would like to de-escalate his replacement vehicle (BB) request by looking into offering him a possible SC (added care plus). Advised that s what the 536 warranty for to cover him in case things like these happen. Advised that she would be happy to research if Added care plus is possible and if it is, it will be attached after the repairs are confirmed and he has no other concerns. Customer understood and agreed for a follow up on Monday 11/10/14.
Writer attempted to contact the SM and SA Lee but was put on hold for 9 mins. Writee disconnected the call and will try again later.
Prior to line 35; customer contacted the writer and left a message requesting a callback.
Customer contacted the writer on 11/07/14 after 5pm CST and left a message stating that the DLR found fault with the sensor in the gas gap and repaired. DLR doesn t have the part for the P36 recall and he would not take his vehicle back there for the recall since he is not confident with them anymore. DLR was unable to duplicate the blowing smoke concern and is not aware of the TSB for it and customer is disappointed. DLR took care of the 21 point inspection. Customer requested a callback.
Writer contacted the DLR and spoke to SA Lee since the SM was unavailable at the time. SA confirmed that the vehicle has an engine light on POF is the fuel filler tube cause unknown or not abuse/neglect and they repaired it. Customer also addressed the smoking at start concern but they were unable to duplicate the concern. Write advised that there is a STAR case for it [redacted] and inquired if they re aware. SA stated that even though a STAR case is available, they need to duplicate the concern first before further warranty repairs will be performed. SA also confirmed that they did not do a 21 point inspection, they just checked the fluid and tire pressure which are both normal/no faults found. They ordered the P36 recall part. Vehicle was picked up on Friday night 11/07/14. Current mileage is 20720 mi.
Was the customer in a rental? NO
Did the customer have a co-pay? under warranty

Writer contacted the customer at [redacted] and he confirmed that the check engine light is resolved at this time but is very skeptical and not confident with the vehicle anymore and stated that the engine light might reoccur after their warranty expired. Customer understood if the DLR cannot duplicate the smoking issue but he is planning to bring it to another DLR and see if they can perform the STAR case for it. Customer confirmed that he has no plan to wait for the P36 to be completed at DLR 44566 since he is frustrated that every time he has a recall he will bring the vehicle in but the parts are not available yet. Customer wanted to know if WA670N will be approved to be offered for him since he will proceed to BB or contact an attorney if WA670N will not be offered. Writer advised that it will be determined no later than Wednesday 11/12/14. Customer agreed.
Agent attempted to contact customer at [redacted], however, customer was not available.
Left message for a return call at extension 40551. The reason for the customer contact was to provide or request the following information: To discuss an offer.
Customer contacted the writer on 11/11/14 and left a message requesting a callback.
Writer contacted the customer [redacted] and he confirmed that the vehicle is okay so far. He inquired if it s possible for him to be offered a max care. Writer advised that offering a service contract is not something that CAC would do on regular basis & any offers are goodwill and will be based on the issues they ve experienced. For his case since he has different components problem he is eligible for the Added care however the writer tried to justified the added care plus instead due to his reoccurring issues, inconvenience and he is a valued customer. Writer offered WA670N and he accepted it and verified his address which matches the one on file. Customer inquired if the $100 deductible can be waived. Advised that in some instances it can be waived especially if it is a reoccurring issue but the DLR has the capacity to waive it for him so building a strong relationship & maintaining his vehicle with the DLR would benefit him. Advised that he will receive the paper works in the mail within 30 days from when it was attached on his VIN. He can use the SC at any Jeep DLR. Writer will email him the contract number for his record. Customer understood and agreed for a follow up no later than 11/18/14.
WA670N Contract created. Contract number is [redacted].
Status update provided via email to the following email address:
[redacted]
Hello, this is your case manager Dynee from Jeep customer care. The contract number for your Added Care Plus is [redacted] You can use it at any Jeep dealership & you will receive the paper works within 30 business days. Thank you for being a valued part of our Jeep family.
Have a wonderful day.
End of Status Update
Writer contacted the customer [redacted]3 and was advised of line 129 & sent an email. Customer confirmed that the vehicle is working fine so far and would need more free time to schedule a second diagnosis for the smoking issue. Per lines 94-96 writer will follow up on Monday 11/24/14 to confirm if he has a scheduled diagnostic appointment to other DLR.
CUSTOMER - CM called Mr. [redacted]. Customer has had so many electrical issues, wants to discuss possibility for UConnect cost assistance.
Prior to line 144; customer contacted the writer & left a message on 11/20/14 & stated that he would like to know if the writer can extend their Uconnect free trial for another year. Customer is asking for free uconnect extension for a year.
Customer contacted the writer on 11/24/14 and left a message requesting a free uconnect extension or a remote start from his phone for free. Requested a callback.
Note: the customer Will seek another opinion/diagnosis Dispo has been put since 11/17/14.
Contacted the customer at [redacted] was advised that CAC do not

provision Uconnect free extensions but provided the Uconnect customer service number for his inquiry *855-792-4241*. Also advised that CAC do not provision accessories. Customer understood & confirmed that he will seek a second opinion for his blowing smoke concern but not too soon. He has no schedule appointment for it at this time. Customer has no other concerns & his issues are resolved to his satisfaction. He agreed to close the case.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT3 | EC[redacted] | ***Open Date*** | 11/06/2014 | ***Built Date*** | 0 /13/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 10/26/2014 | ***Mileage*** | 9,000 | ***Dealer Zone*** | 70 | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

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|---|---|---|---|---|---|
| ***Dealer*** | 45465 | TACOMA DODGE CHRYSLER JEEP RAM | | | |
| ***Dealer Address*** | 4101 S TACOMA WAY | | | | |
| ***Dealer City*** | TACOMA | ***Dealer State*** | WA | ***D aler Zip*** | 98409 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | KIRKLAND WA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | Customer having issues with cruise control. |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | In warranty |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding his cruise control.
Briefly summarize what the customer is expecting: Customer is expecting to know what the ACC/FCW means. Agent advised the customer that the ACC is Adaptive Cruise Control and FCW is Forward Collision Warning customer stated the EVIC is displaying ACC/FCW Unavailable Service Required. Agent advised the customer that it would probably be a good idea to see the DLR. Customer would like to know how many times he would need to press resume to resume. Agent advised the customer to press the button once. Customer thanked agent and stated he would go to the DLR.
Reassign to KB805 for survey bypass (no diagnosis)

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM4 | EC[redacted] | ***Open Date*** | 11/09/2014 | ***Built Date*** | 03/12/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 10/29/2014 | ***Mileage*** | 422 | ***Dealer Zone*** | 70 | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60337 | RAIRDON'S CHRYSLER JEEP OF | | KIRKLAND | |
| ***Dealer Address*** | 12828 NE 124TH ST | | | | |
| ***Dealer City*** | KIRKLAND | ***Dealer S ate*** | WA | ***Dealer Zip*** | 98034 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | KIRKLAND WA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Product Information - Default - Default - Default | How to set forward collision |
| Corporate - Hard Copy Manual Order - Default - Default - Default | manuals |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer was transferred over by Kimberly at Uconnect Access to reset his forward collision warning and agent walked customer through the steps to reset it and it would not stay. Agent advised customer that they would have to take it to the dealership to find out why it will not let them reset it.
Briefly summarize what the customer is expecting: Customer wanted to reset their forward collision to far.
An order for printed owner materials has been placed with our fulfillment house
The following items have been selected:
Warranty
Uconnect 8.4A/8.4AN Owner s Ma
Owner s Manual
TA270 please close survey by pass added

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG2 | FC[redacted] | ***Open Date*** | 11/09/2014 | ***Built Date*** | 10/27/2014 | |
| ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 11/06/2014 | ***Mileage*** | 27 | ***Dealer Zone*** | 42 | DETROIT | |
| ***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*** | 66057 | ED TOMKO CHRYSLER JEEP, INC. | | | |
| ***Dealer Address*** | 33725 WALKER RD | | | | |
| ***Dealer City*** | AVON LAKE | ***Dealer State*** | OH | ***Dealer Zip*** | 44012 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | AVON LAKE OH 4[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Park Assist System - Other - Default | Forward Collision Warning Plus is not beeping. |

Briefly summarize why the customer is contacting Chrysler:When she gets close as she is driving towards it the beeping doesn t work and doesn t know if she has disconnected it or something and wants to know how she can get it to work again.
Briefly summarize what the customer is expecting:Help with getting the front collision warning working again.
Agent advised the customer the forward collision button is located on the switch
panel below the Uconnect display.To turn the FCW system OFF, press the forward collision
button once to turn the system OFF (led turns on). To turn the FCW system back ON, press the forward
collision button again to turn the system ON (led turns off).Information provided to the customer can be found on pages 217-218 of the 2015 Jeep Grand Cherokee owner s manual.
(Agent notes that the customer had called in with the Uconnect Assist button and when she pressed the 'X' in the top corner she disconnected the call and agent called her back.)

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ6 | EC1[redacted] | ***Open Date*** | 11/10/2014 | ***Built Date*** | 04/19/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/20/2013 | ***Mileage*** | 31,000 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 24124 | SHAVER JEEP | | | |
| ***Dealer Address*** | 3888 EAST THOUSAND OAKS | | | | |
| ***Dealer City*** | THOUSAND OAKS | ***Dealer State*** | CA | ***Dealer Zip*** | 1362 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted]E | ***Home Phone*** | [redacted] |
| | NORTHRIDGE CA[redacted] | ***Country*** | UNITED STATES |

Product - Engine - Valve Train - Other - Default

Max Davis telephoned and that he started the vehicle about a week ago and there was a loud ticking sound. The vehicle has been at the dealer since Wednesday 11/5 and the customer is currently in a rental vehicle. Customer stated that he is in a van and seeks assistance with rental reimbursement. He is scheduled to return the rental on 11/11 with the possibility of being placed in a loaner vehicle. CM confirmed/updated customer address. Case and contact information to be forward to email address [redacted]. Customer contact number is [redacted]
Status update provided via email to the following email address:
[redacted],
Thank you for contacting SRT Customer Assistance Center. The case for your concern is [redacted]. I will telephone you with an update. Please note that our number is 855-778-8326 and my extension is 4720313. If you have questions please give me a call.
Sincerely,
Veronica
SRT Specialist
End of Status Update
CM spoke with Mike, SM who shared that they have approximately 12 -13 items to check out for the vehicle including recall issues. Issues include a ticking sound from the vehicle, improperly welded sunroof, left fender panel need DI approval, right fender customer pay, front end alignment of the bumper (suspect the vehicle may have been in an accident), adaptive cruise customer pay or insurance, 3 recalls and 3 RRt s. SM stated that they did not put the customer in a rental. CM to follow up with customer for the rental. SM stated that the repair will take approximately 1 - 1 1/2 weeks to repair.
CM spoke with Mike, SM who shared that the customer called seeking the vehicle out of concern for the rental. CM advised that contact will be made with customer for the rental.

CM spoke with Mr. [redacted] and provided updates. CM stated that it is anticipated that the repair will take 1 - 1 1/2 weeks for repair. CM confirmed that the customer was paying for the rental out of pocket and stated that rental for the repair period will be reimbursed to him at $40.00 per day.
CM spoke with Don, SA who stated that the repair is not complete. They are still trying to determine the source of the noise. CM inquired if a STAR case had been open. SA was uncertain but will discuss with the technician.
CM spoke with Mike, SM who stated that the vehicle is currently at the Body Shop for the fender flares, the roof is in, the noise was corrected with an adjustment with the rocker. Vehicle to be completed by 11/25.
CM attempted to speak with Mike, SM; message left
CM attempted to speak with Mr. [redacted]; Message left for a return call.
CM attempted to speak with Mr. [redacted]; Message left
Customer is requesting to speak to his CM. Agent transferred customer to EXT 4720313
Customer contacted CM with questions about rental. CM advised of lines32-36. Customer to email bill to VG618 when repairs complete. CM understood and thanked customer for calling SRT.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-12-10 @ 13:19
CM received call from Mr. [redacted] who shared that the rental was return and he wished to submit the receipt. CM confirmed customer email address and submitted link to customer. Customer stated that the vehicle still has the ticking noise and inquired of the next steps. CM advised tha the repair will be made and/or part replaced. CM to explore with SM.
CM attempted to speak with Mike, SM; message left
***** Customer Document Received *****
Mike Allen from dealer seeks VG618. CM completed transfer.
CM attempted to speak with Mike, SM; Message left for update and rental.
CM received call from Mike, SM who shared that he thought that the customer was placed in a loaner but it is possible that they did not because he lives 35 miles away from the dealership. SM shared that the Technician working on the vehicle is off-duty but, will provide updates upon his return on 12/16.
CM attempted to speak with Mike, SM; message left
Customer contacted CM stating that his vehicle has been at the dealership for five weeks. Customer requested that his car can be replaced. CM advised that VG618 has contacted the SM at the dealership and is waiting for a return call. Customer requested to speak with a supervisor immediately. CM advised that it may take 24-48 hours for a call back. Customer stated he may seek legal action. CM advised that VG618 will return his call.
CM attempted to speak with Mr. [redacted]; Customer requested to return the call in ten minutes.
Customer called in stating that he has been working with case management and feels he has been patient with the matter, but that his vehicle has been in the shop for almost 6 weeks and that he wants to speak with someone who can get it resolved. Agent examined the case and advised that his case manager is working hard to resolve the issue as expediently as possible. Customer agreed, but stated that he feels that his case needs more consideration from the service manager of the dealership and that he and the CM have been unable to reach him. Agent put the customer on hold in order to attempt to gather more information, but the call was dropped while on hold. Agent attempted to call back but was unsuccessful.
CM spoke with Don, SA who The mechanic intake system replace the intake manifold; they anticipate that the part will be in and the vehicle will be completed on 12/19.
CM spoke with Mr. [redacted]s who shared his frustrations with the vehicle repair and the delay that is calls for the reimbursement of the rental expense. CM advised that the dealer has been working directly with the STAR team and advised of the current status. Mr. [redacted] inquired if the next steps would be to replace the engine. CM advised that it is unknown but, it is anticipated that upon completion tomorrow the vehicle will be

repair. CM inquired if customer would be okay with CM closing the case to submit the rental reimbursement to him noting that the case will continue to be monitor. Mr. [redacted] was presented with an one time rental reimbursement in the amount of $1,440.00 representing a total of 36 days at $40 per day. Mr. D[redacted]s accepted and confirmed his address. COIN was updated. CM advised that the draft will arrive in 5-10 business days. check approved.
Customer contacted CM seeking VG618. CM completed transfer.
CM received call from Mr. [redacted] who shared that he received the reimbursement check but is not happy with the vehicle. Customer states that there is a new loud clanking sound and its like the transmission is not getting power. The sunroof bug deflector was left off the vehicle, there are water marks on the door and there is mud o the door frame. Customer stated that it appears that the windows were left open in the rain while at the dealer. Customer states that there was silver paint left on the leather seats and that the vehicle is running like it is on 5 cylinders. Mr. [redacted] stated that he has made contact with the dealer but, they can t see the vehicle until Tuesday 1/13. Customer wants to have the dealer complete the sunroof, and intake valve repair and then utilize another dealership for service as he believes that he is not receiving the customer service that should be afforded to someone who has purchased a $70,000 vehicle. Customer stated that he wants the information documented and that he will contact CM when ready to open an new case with another dealership.
CM spoke with Mike, SM and discussed customer concerns. SM shared that he has spoken with the customer and confirmed their plans to address the concerns along with seeking payment through the DM of one car note.
CM transferred customer to VG618.
Customer contacted CM requesting to be transferred to VG18. The call was disconnected during the transfer.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG2 | EC[redacted] | ***Open Date*** | 11/13/2014 | ***Built Date*** | 05/18/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/30/2013 | ***Mileage*** | 22,000 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***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*** | 68348 | KOONS CHRYSLER | | | |
| ***Dealer Address*** | 2000 CHAIN BRIDGE RD. | | | | |
| ***Dealer City*** | VIENNA | ***Dealer State*** | VA | ***Dealer Zip*** | 22180 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | ALEXANDRIA VA [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | adaptive cruise control is not functioning properly |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer called states that the vehicle is having a repeat issue with the vehicle. Customer states that he has had the vehicle at the service center about 4 or 5 times for this issue and he is once again experiencing the issue again. Customer states that the vehicle is making a loud sound when he adaptive cruise control is slowing the vehicle down. Customer states he has only heard the issue once or twice when he is applying the brakes himself, it mainly happens when the acc is actively slowing him down. Customer states he has had the hydraulic control unit replaced twice and states that this repair works temporarily, but starts happening intermittently about 2 months after the repair. Customer states at the 6 month mark it happens consistently. Agent called the Dlr and spoke with SA Lyn. She states that she is opening a new Star case, and she will call him back today as soon as she gets a responce to follow up with the customer. She will schedule an appointment at that time. Customer states he has emailed the GM of the Dlr 2 times and hasn t got a responce. Lyn advised that he was on vacation. Customer also states he went to Brown s CDJ last time as it broke down while he was away from home.
Briefly summarize what the customer is expecting: Customer seeking to have vehicle repaired.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred call back number is [redacted]
Customer email address for case updates [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Not yet
If a CDJ dealer has diagnosed, what is the dealer name or code? 68348
Reassigned to 88F

Customer contacted to update case, customer stated that the noise is now constant.
* * * * * * * * * * Case Management - District Q * * * * * * * * * *
OOW:No
MVP:NEW MAXIMUM CARE
Household: 2
Status update provided via email to the following email address:
[redacted]u
Hello, my name is Jeff, and I have been assigned as your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred [redacted] within the one business day as promised. My office hours are 09:00AM 17:30 PM (Mountain Time). My contact information is 800.763.8422 EXT 40730. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40730. The reason for the customer contact was to provide or request the following information:
Initial contact
Writer contacted Service Advisor Christy due to the service manager was not available. SA informed writer that the last time the vehicle was at the dealership was July 16, 2014. Writer will follow up with customer.
Writer contacted customer to check on the status of the vehicle and to gather expectations. Customer stated that the vehicle has had to go to the dealership multiple times. Customers states that the adaptive cruise control is not working properly. Customer states that it had a ticking noise when it was in use and now it is constant even when the cruise control is turned off. Customer states that he would like the issue resolved. Writer informed customer that we would need to have the vehicle taken to the dealership to have a diagnosis completed. Customer stated he will take the vehicle to dealership on 11/19/14. Writer will follow up with the customer and dealership on 11/20/14 to provide status update. Customer agreed.
Writer contacted Service Advisor Giovanni to check on the status of the vehicle since the service manager is not in today. SA stated that the repairs for the recall have been completed was advised to not preform the repairs for which the vehicle was brought in for by the service manager. Writer informed SA that he will follow up with the customer and will contact the service manager on 11/21/14.
Customer contacted writer to inform that the issue the vehicle was brought in for has not been completed and being instructed to pick up the vehicle. Customer stated he will not be picking up the vehicle until the repairs are completed. Customer also states that he was informed that the air filter needs to be replaced and normal time for replacement is 30,000 miles. Customer states that he was informed the front and rear differential fluid needs to be changed and the rear is not covered at all and the front is not covered till 60,000 miles. Customer states that he was also informed that the engine needs decarb and that is not covered. Customer states he is not happy at all. Writer informed customer that he will follow up with the service manager on 11/21/14 to obtain more details regarding the vehicle. Customer agreed.
Agent attempted to contact dealer General Manager , however, SM not available. Left message for a return call at extension 40730
The reason for the dealer contact was to provide or request the following information: To check on the status of the repairs.
MR[redacted] called to speak to CM JV1058. Writer warm transferred customer to CM SH1248, as JV1058 is not currently available.
Writer recieved call from cusotmer. Writer advised cusotmer of lines 82-85. Cusotmer requested a call back on 11/24/14
Begin Customer Message reviewed:
Jeff,
Call me immediately.
End of Reviewed Customer message
Writer contacted Service Manager Ramsey to check on the status of the

vehicle. SM stated he will need to return writers call after the service advisor returns in the next 5 min.
Writer received call from Service Director Lynn to provide a status update on the vehicle. SD advised that the repairs are on hold at this moment due to waiting to hear back from STAR on a fix for the adaptive cruise control. Writer inquired about the previous mentioned service and was informed that they are suggested maintance that needs to be done. SD advised that the vehicle needs to be picked up until STAR has a fix for the issue. SD advised that the rental is being cut off effective today and that 5 days of rental needs to be covered. Writer informed SD that he will follow up with the customer.
Writer transferring case to ECS for further handling.
Writer contacted customer to advice of lines 97-104. Customer stated that he is not picking up the vehicle and wants rental still. Writer advised customer that the case is being transferred to ECS for further handling and we cannot authorize further rental at this time. Customer requested a supervisor. Writer transferred call to MG1439.
******IMMEDIATE SUPERVISOR******
Customer was transferred to an immediate supervisor at ext. 40638. Customer states that the vehicle was dropped off on 11/19/2014 and the customer has been in a rental since. Customer alleges that the dealership recommended additional maintenance items to be done to the vehicle that are not covered by the SMP770 MVP the customer purchased. Customer states that the dealership is advising that the differential fluid, cabin filter and engine filter needs to be replaced. Customer states retrieving the maintenance schedule in the owner s manual and found that the differential fluid does not need to be serviced until 60,000 miles. Writer also advised that the case has been escalated to another department who will address the rental vehicle in further detail. Customer states that the dealership is working towards a fix on the Adaptive Cruise Control and the dealership informed the customer to retrieve the vehicle today. Customer is refusing to pick up the vehicle due to the mechanical issues still occurring. Writer requested to place the customer on a brief hold or to contact the customer back so that writer may communicate with the dealership further. Customer requested to contact the customer back at [redacted]
Dealer code: 68348
POC Name and position: SD\Lynn
POC number: 703-356-0400
POC e-mail:
Current mileage: 22396
Customer concern: Cruise control noisy and fog lights not working.
Dealer diagnosis: Need assistance.
Recommended repairs: No
Is the customer in a rental: Yes
Is the customer waiting: No
Customer name: [redacted]
All customer conta s: 7[redacted]
Best time of day for contact: Any
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-11-25 @ 14:40
******SUPERVISOR CALLBACK******
Writer contacted the customer at [redacted]9. Writer left a message stating that the case has been escalated to the Enhanced Customer Satisfaction Team who will contact the customer today regarding the case updates. Writer advised that the dealership has been contacted and that writer was advised by the ECS Team for the customer to remain in the rental until further notice. Writer left ext. 40638 if needed and reiterated that the agent AM1676 will be in contact with the customer today.
***Enhanced Customer Satisfaction Team (ECS) ****
CONTACT UPDATE: 1st Contact attempt, phone number called [redacted].
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40509. The reason for the customer contact was to provide or request the following information:

Case is escalated to include corporate resources and next follow up will be 11/26/14.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CA contacted the cus 7[redacted] CA stated that the dealership is working with a TA to get the vehicle diagnosed and CA will keep the customer informed when any new information is available. CA stated next follow up will be 12/02/14.
CAIR ESCALATION UPDATE
SEE STAR CASE# 1[redacted] FOR INFORMATION
CA contacted dealer 68348 at 703-356-0400, left a message for SD\Lynn to call CA back with an update on the customer s vehicle.
CA contacted dealer 68348 at 703-356-0400, CA was informed that SD\Lynn was not available and she will contact CA 11/03/14 with more information.
CA contacted the customer at [redacted] customer stated that he has a couple concerns like he is paying for a vehicle that he can drive.
Customer stated that he is in a Ford Expedition rental and would like something better on the fuel economy. CA stated that the dealership will be contacted to see about switching out the rental for the customer. CA stated next follow up will be 12/04/14.
CA contacted dealer 68348 at 703-356-0400, left a message for SD\Lynn stating that the customer would like to be put in a rental vehicle that recieved better fuel economy. CA stated that customer is requesting a time line of when something is going to be done on the vehicle.
CA contacted dealer 68348 at 703-356-0400, left a message for SD\Lynn to call CA back with infromation.
CA contacted the customer at [redacted].
Customer is seeking lemon law buyback/replacement. Customer want s buyback.
What s the main concern? adaptive cruise control noisy all the time.
If known, how many repairs and/or dealer visits for concern? 4 trips 3 repairs
If known, how many days down? 25 days about.
Describe previous offers made: Customer have a maintence and mechanical service contract already.
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted]FOR INFORMATION
Contacted the dealer (68348), spoke with SA Giovanni. I advised him that customer s case has been escalated up to me for further assistance. He confirmed the customer s vehicle is currently in for service. He provided me with the current RO number. Currently waiting TA inspection. I advised SA that I would follow up next week regarding the status of that inspection.
I2R IS NOW RESPONSIBLE FOR THIS CAIR. IF THE CUSTOMER SHOULD CALL, PLEASE DIRECT THEM TO DONNA AT 214-583-2113. THANK YOU**********
Contacted the customer, LVM advising case has been escalated up. Provided contact number, requested a return call.
CAIR ESCALATION UPDATE
SEE STAR CASE# 1[redacted] FOR INFORMATION
Received a Vm from the customer returning my call. Customer requested a return call.
Contacted the customer in regards to his current concerns. I advised the customer his case has been reviewed and referred up to me for special handling. Customer confirmed having an issue with the cruise control actually slowing down the vehicle. Customer also stated there is a clicking noise coming from underneath the steering wheel. Customer is requesting to have the vehicle bought back. Customer stated he does not want to take the chance of replacing the vehicle with a vehicle that has the same issues. I acknowledged the customer s concern and advised that I have been in contact with the dealership. I advised the customer we are currently waiting on a TA to come out and inspect his vehicle. I advised the customer once provided a date, I would inform him of that. Customer

understood. I advised the customer that I would be glad to review his case for all possible resolutions. I advised the customer that I could not guarantee an outcome. Customer understood. I advised the customer that I would contact him no later than 12/12.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Received a Vm from the customer on 12/9 requesting a return call.
µµDisregard line 233. Thank you***
No date on TA inspection.
Contacted the dealer (68348), LVM for the SM requesting a return call regarding TA inspection.
-Contacted the customer in regards to his current vehicle status. I advised the customer I do not have an update as to when the TA is going to be at the dealership to inspect his vehicle. I advised the customer that I have contacted the dealer and left a message for the SM. Customer expressed being really inconvenienced due the situation with his vehicle. Customer stated he has not been able to get a time frame as to how long this process is going to take to get to a resolution. I apologized to the customer for the inconvenience. I advised the customer a diagnosis is need to proceed and we are doing everything we can to assist him. I advised the customer as soon as a date is given, he will be the first person I contact. Customer also requested a rental comparable to his vehicle. I advised the customer that I do not have any say so over what the rental company has. I advised the customer he can definitely contact them to request something comparable, I advised the customer we will cover $35 per day. Customer understood.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Contacted the dealer (68348), SM was not available. Cashier took message, would have SM give me a callback.
Briefly summarize why the customer is contacting Chrysler:
Customer has been attempting to be in contact with a his CM but his CM has not responded to any of his voicemails and neither has his CM supervisor. Writer offered to contact CM but Customer stated there is no use. Writer stated the case will be updated and stated the CM should be in contact with him in the next 24 hours or he should call back 12/17/14.
Briefly summarize what the customer is expecting:
Customer is expecting his CM to be in contact with him at [redacted]
Writer received a message from Mr. [redacted] regard g e repairs. Customer advised of attempting to contact the escalated department four times and leaving voice messages since 12/12/2014. Customer alleges three of the messages were left for the Case Manager and one was left in the general mailbox. Customer is stating the Case Manager s mailbox is full. Customer is requesting for writer to contact the customer at [redacted].
Writer received an inbound call from An 86 agent asking for someone to speak to the customer. AGent advised the agent to contact I2R as the case is owned by them.
Briefly summarize why the customer is contacting Chrysler: customer called in and wants to talk to his case manger and has been waiting over a week. Customer states he has called numerous times and left numerous msgs and still has not had a callback. Customer is angry and wants someone to call him back Agent advised that it would be notated that he wants a call back right away and has been trying all week as well as attempted to transfer customer over to I2R.
Briefly summarize what the customer is expecting: called in to speak to his case manager and to find out why he has not received a callback in over a week from his case manager
Customer is requesting a Supervisor call.
Escalation call:
Called customer LVM for him to call me back. Left my phone number as well.
Customer called regarding case [redacted]. Customer is requesting a supervisor call from a supervisor in agent s department. Agent advised

customer they would not be able to speak with a supervisor from our department as his case is already being handled by another department. Agent recommended customer speak with his case manager and request that from them directly.
Customer states it is almost never able to reach the case manager and declined transfer to case manager s extension. Agent advised customer we will leave a note on file so his CM can be notified her called in.
Escalation call:
Called customer who stated there are two noises his vehicle is making. The initial noise is a clicking sound when the adaptive cruise control is used, which is a normal sound that the TA heard and customer also heard when he test drove a like vehicle. This noise he knows is actually normal and customer understood and agreed with this. The noise customer is talking about is a rapid ticking sound that happens after the initial clicking sound is heard. The TA went to check the vehicle and per SM Michelle the TA stated vehicle is operating as designed. The ticking sound is what concerns the customer. Customer picked up vehicle on Friday 12/19 and would like the TA to inspect his vehicle again for this second ticking noise his vehicle is making. Customer asked what the next step would be, advised customer that at this time I am not able to make him any promises, but will speak with his Case Manager to see if she would be able to check with the dealership about the ticking noise. Per customer SM Michelle heard this ticking sound herself. Advised will have his CM SG998 follow up with him.
Contacted the dealer (68348), LM with cashier for Michelle requesting a return call.
Received a callback from Michelle stating the customer has never mention another noise. Customer has been consistent with his concern stating the adaptive cruise control is making a ticking noise every time he has been in for service. She stated the customer is setting the cruise control to 35 MPH and drives the vehicle very aggressively. They test drove with the customer and that was the only way it could be duplicated. TA stated that was normal.
Contacted the customer in regards to his last visit with the dealer. I informed the customer per the case notes, the TA came out and deemed the noise to be normal. Customer stated he test drove the vehicle with Michelle and she stated the noise he is experiencing is not the same noise that was heard by the TA. I advised the customer per my conversation with Michelle she stated there were no other noises heard. Customer stated that is the opposite of what happened. Customer stated he is experiencing a continuing clicking noise from the adaptive cruise control. I placed the customer on hold, contacted the dealer (68348), LVM for Michelle requesting a return call.
Informed the customer that I was unable to get a hold of Michelle, but once done so, I would give him a callback. Customer stated that he would reach out to her as well.
Received a VM from Michelle at Koons regarding the test drive she took with the customer. She requested a return call.
Contact Michelle at Koons, she was unavailable. LM with Erica, requesting she give me a callback.
Received a return call from Michelle. She stated yes she did test drive with the customer and she heard the noise. She stated it is the same noise that was heard by the TA. She stated the customer is driving the vehicle at 35 MPH with the cruise control on in rush hour traffic. Michelle stated the vehicle is pretty much going into a panic due to this. She stated when they test drove the vehicle with the cruise control on at highway speeds, there were absolutely no issues with the vehicle. Michelle states what the customer is experiencing is due the way he is driving the vehicle. Thanked Michelle for the return call.
-Contacted the customer in regards to the conversation had with Michelle. Customer confirmed that Michelle was correct in regards to the conditions that he was able to get the vehicle to reproduce the sound. The customer stated he also hears the noise on highway speeds as well. I apologized to the customer and advised him that per the TA there were no issues found with the cruise control. I advised the customer that per the owners manual, it is recommended not to drive the vehicle in various conditions

and heavy traffic is one of them. I informed the customer he is free to continue taking his vehicle in for service if he would like. I advised the customer that I would not be able to continue to assist at this time. I informed the customer if the current situation gets worst and the vehicle has been diagnosed, he can contact me for further assistance. I apologized to the customer and provided him with the number to NCDS.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG4 | EC2[redacted] | **Open Date** | 11/13/2014 | **Built Date** | 06/11/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/26/2013 | **Mileage** | 20,700 | **Dealer Zone** | 42 | DETROIT | |
| **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** | 23333 | DAVE DENNIS CHRYSLER, JEEP, DODGE | | | |
| **Dealer Address** | 4232 COLONEL GLENN HWY | | | | |
| **Dealer City** | DAYTON | **Dealer State** | OH | **Dealer Zip** | 45431 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | DAYTON OH [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | Since 2/25 |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Electrical - Unknown - Defective - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer stated on Tues 11th customer had vehicle serviced for collision of wind system that sounds an alarm for customer to brake, and customer stated vehicle shuts off. Customer stated that almost for a year this has been going on and he previously brought this to the DLR s attention.
Customer feels this a sensor malfunction, customer stated that since DLR was unable to duplicate issue no diagnosis.
Briefly summarize what the customer is expecting: resolution
***REQUEST FOR SPECIAL HANDLING***
NIC of TL consulted: LC779
Reason for special handling request: Unable to duplicate
Current location of the vehicle: onwer
Date of last repair attempt: tues
Customer s preferred method of contact: phone
Customer phone number (Morning): [redacted]
Customer phone number (Evening) [redacted]
Customer email address: n/a
Dealer code (if applicable): 23333
Dealer personnel involved (if applicable): n/a
Assigned case to 88f for Special Handling
* * * * * CASE MANAGER TEAM - District V * * * * * *
In warranty 3 years and 36,000 miles
MVP No MVP
Household 3 New 0 Used
Agent contacted the customer [redacted] stated that he was at the dealership for a recall and for some other repairs. Customer stated that he is getting warnings from his collision center to hit the brakes when there is no one around and it happens on a long drive. Customer also stated that there is something called the acc in the vehicle that states

it is not available. Dealership stated to the customer that they have not been able to duplicate the concerns. Agent stated to the customer that we will get our internal resources involved and see what we can do for him since it is concerning.
Agent contacted the dealership spoke with the SM Waltz stated that the vehicle was in on the 11th and has not been in since then. SM stated that they did an oil change and did a couple of recalls for the customer s vehicle. SM stated that they have not been able to duplicate the concern. Agent needs to contact the customer and see if they are still having the concerns with there vehicle.
Agent contacted the customer stated that his original reason for calling was for the collision center and tells the customer to wipe the screen. Customer states that the problem also happens when he gets out of the car wash. Customer stated that the dealership was suppose to order a dash pad for the customer s vehicle when he picked the vehcile up on the 11th. Agent contacted the dealership spoke with the Parts Advisor stated that the dash pad has been ordered and that it is there at the shop.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40514
The reason for the dealer contact was to provide or request the following information: to see if the customer s vehicle is at the dealership
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40514The reason for the dealer contact was to provide or request the refer lin 50-51
Writer called dealership talked to SM Walt he stated that the part is at the dealership, the parts department has called, emailed and text message customer and has had no response. Writer will follow up with customer.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40611
The reason for the dealer contact was to provide or request the following information: Left message that part has arrive at the dealership, customer needs to call dealership to make an appointment. Writer will follow up with customer on Monday.
Correction to lines 56-64, left message for customer not SM.
Writer called customer to let him know that the part has arrived at the dealership. Customer stated that this is not why he opened that case. Customer stated that his collision center keeps going off. Customer stated that the dealership has not been able to duplicate the issue. Customer stated that he thought that Chrysler engineers were to be contacted since the dealership was unable to duplicate this problem. Writer will follow up with SM to see if he will contact engineers concerning this issue.
Writer called dealership talked to Sephis SA he stated that customer has not made an appointment for repairs. Therefore writer could not let the dealership know that customer is having an issue with the collision sensor. Writer will follow up with dealership on Friday. SA for customer will be Shawn.
Writer called dealership talked to Sephis SA he stated that customer has not made an appointment for diagnosis for collision center.
Writer called customer to let him know that have an appointment so that a star case can be opened for the collision avoidance system that is not working. Customer stated that he has brought this up to the dealership in April and again in November. Customer stated that the dealership has not been able to duplicate the issue. Customer stated that he has cleaned the sensors off per the owners manual, this has not helped. Customer stated that there is a message that tells him to 'brake' and there is not a vehicle close to his vehicle. Writer will have dealership contact Star since they ar unable to duplicate issue. Customer will contact writer once he has an appointment.
Status update provided via email to the following email address: [redacted]
Hello, my name is Laural and I have been assigned as your case manager. This email is confirmation that your case [redacted], was successfully escalated to me. After I review the details of your case I will be

calling you at your preferred number, [redacted] within the one business day as promised. My office hours are 7:00 AM 3:30 PM (Mountain Time). My contact information is 800.763.8422 EXT 40611. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
CUSTOMER WILL NEED A RENTAL FOR THE DASHBOARD REPAIR.
Writer called dealership talked to Mark SA since Shawn was unavailable. SA stated that customer has not made an appointment for diagnosis/repair. Writer will follow up with customer.
Writer called customer to let him know that I have contacted dealership and there is not an appointment. Customer stated that he has not made an appointment. Writer explained that he will need to make an appointment as soon as possible, within four days or case will close. Customer stated that he will call the dealership tomorrow and make an appointment for diagnosis/repairs. Customer will let writer know when the appointment will be. Writer will follow up with SA as soon a I know with the appointment is.
Begin Customer Message reviewed:
Hello,
It s B[redacted] Per our conversation, I have arranged an appointment with Dave Dennis for the morning of January 19th. I advised you would be contacting to arrange a rental/loaner car for the period required to replace the dashpad and evaluate the collision avoidance system.
Thank you again, for your diligence and follow up. Let me know if I can do anything further.
End of Reviewed Customer message
Customer seeking rental assistance because DASHBOARD REPAIR.
Contacted Service Manager, Walt at 23333 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 2 days of rental per Warranty guidelines
Rental authorization will be processed by CAC .
Writer called dealership talked to Shawn SA since SM was not available. SA stated that it would take about 2 days to put in dash board and contact Star for the collision avoidance system. SA stated that the last time customer was in for the collision avoidance system there were no codes, if there are no codes this time there will be nothing they can do. Writer will follow up with SM on 1/19/14 to see if customer kept appointment and to see if he will contact Star.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40611. The reason for the customer contact was to provide or request the following information: explained lined 129-135. Will follow up with customer on 1/21/15
Writer called dealership talked to Shawn SA he stated that customer just dropped of vehicle to have the dash board replaced. SA stated that they will look at the collision avoidance system to see why the light keeps going on. SA stated that they will also contact star for assistance on the collision avoidance system. Writer will follow up with dealership on Wednesday.
Writer call dealership talked to Shawn SA who stated that the lens on the collision avoidance system was dirty, they cleaned it off, test drove the vehicle and there was no issues with the collision avoidance system. Customer is to pick up vehicle today. Writer will follow up with customer later this afternoon.
Writer called customer let him know that the vehicle is ready for pick up. Writer explained that SA told writer that the lens was dirty, they test drove the vehicle and found nothing wrong. Customer stated that he has cleaned the lens several times and has had problems with the collision avoidance system. Writer will follow up with customer on Monday to see how the dashboard looks. Customer is concerned that the dashboard is put together correctly.
Begin Customer Message reviewed:
Laural,
I am writing to advise the issue with the forward collision avoidance/adaptive cruise control system has not been resolved. Less than

24 hours after picking up my Jeep I have received both notifications/warnings we have been discussing. I was able to take photos of one of the notifications. Please advise how I can email them to you for further review (I don t see any way to attach files to this correspondance).
Bill Lowry
End of Reviewed Customer message
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2015-01-27 @ 09:13
Begin Customer Message reviewed:
I am trying to upload the photos. When I try to submit them, It s deleting the files and not sending them. Did they come through and I am just not being notified by the application?
End of Reviewed Customer message
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2015-01-28 @ 14:00
Writer called dealership talked to Walt SM he stated that he would be happy to see customer again since they were unable to duplicate customer issue with the collision avoidance system. SM stated the all they did was clean the camera off because the could not duplicate the problem with the collision avoidance system and there was not codes found for the collision avoidance system. SM stated that he would take customer for a ride along to see if they could get the light to go off while customer is driving the vehicle. Customer will need to make an appointment for diagnosis.
Writer called customer explained that SM would like to take a ride along with customer to see if they can get the collision avoidance system to act up. Customer stated that he would by happy to take the vehicle to the dealership, however, he does not know if the collision avoidance system will act up because it is so intermittent. Customer stated that since he emailed me on 1/23/14 the light has gone on 3 times. Customer is getting frustrated that nothing is being done to get this vehicle repaired. Writer explained that the dealership does have to have a code from the computer in the vehicle before they can repair anything. Customer does not agree, and is not satisfied with that answer. Customer stated that he will call SM to make an appointment for diagnosis.
Begin Customer Message reviewed:
I don t think the latest document attachment link worked either. Par for the course. Is there some other way I can send these photo files?
Does the service manager at the dealer have an email address I can use? Maybe I can at least send them to him.
End of Reviewed Customer message
Writer called dealership talked to SM Walt he stated that customer has not brought vehicle in for diagnosis. Writer will follow up with customer.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40611. The reason for the customer contact was to provide or request the following information:
Left message that dealership does not have an appointment, case will close in two days if customer does not make an appointment or take vehicle in for diagnosis.
Begin Customer Message reviewed:
Laural,
Received your voice mail of 2/2/2015. I will endeavor to contact Walt @ Dave Dennis and make an appt. In reference to your deadline to make an appt. or the case will close, I have more on my plate than just running my Jeep to the dealership. While I definitely want this issue resolved, my schedule does not allow me to run out there at the drop of a hat. In the meantime, you might see if anyone has looked into the following: NHTSA 10054789/Technical Service Bulletin: CSN-N-55, NHTSA 10054165/TSB: SB-08-076-13 and NHTSA 10052327/TSB: SB-08-039-13. I believe these cases may be related to my issue. I will advise when I have scheduled an appt. with Dave Dennis.
[redacted]
End of Reviewed Customer message
[redacted] called to speak with CM LB700. With customer s permission

Writer transferred customer to CM s voice mail at ext 40611 as CM is not available. Customer wants on the record that he has contacted the dealer to try to schedule an appointment but he dose not have a date yet. Writer advise customer of the incomplete recall.
Status update provided via email to the following email address:
[redacted]
This is Laural at Jeep customer care; I just wanted to let you know that I have not closed your case. I will wait for your call to let me know when you appointment is for diagnosis. Thank you for keeping me informed. Sorry for the inconvenience of the telephone call the other day. Have a good evening.
End of Status Update
Begin Customer Message reviewed:
Wanted to advise I am meeting with Walt Lawson @ Dave Dennis today (2/10) @ 9 AM. The purpose of the meeting is an attempt to further diagnose the issues.
End of Reviewed Customer message
Writer called dealership talked to Shawn SA since SM is not available. SA stated that SM went for a ride along with customer but does not know of the out come. Writer will call SM back in about 1/2 hour.
Writer called dealership talked to SM Walt he stated that he has a call in to Doug from a Tech TIp on a Star case. SM stated that he believes that Doug is an engineer that is working with issues with the collision avoidance system. SM stated that he will call the engineer back today. Writer will follow up with SM on Monday. SM stated that he has discussed all of this with the customer.
Writer called dealership talked to SM Walt he has not heard back from Star, he is waiting for them to call him back. Writer will follow up with SM on Monday.
Writer called dealership talked to SM Walt he stated that he has not heard back from Star. SM stated that he will contact Doug at Star today. Writer will follow up with SM on Wednesday.
Writer asked customer if he would be interested the text messaging he stated that he would prefer for be contacted by telephone or email.
Writer explained to customer the SM is trying to contact engineer to get the collision avoidance system repaired. Writer explained that SM will call the engineer again today. Writer will follow up with SM and customer on Wednesday. Customer thanked writer to keeping in contact the SM and making sure the engineer in being contacted.
Writer called SM he stated that he has not heard from Doug at Star. SM stated that he will open a Star case for further assistance. SM stated that customer has his vehicle. Writer will follow up with SM on Friday.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40611 The reason for the dealer contact was to provide or request the following information: Need a star case opened to get this vehicle repaired.
Writer called customer to update him that dealership will be opening a star case. Writer will follow up with SM on Monday.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40611 The reason for the dealer contact was to provide or request the following information: Need star case opened for collision avoidance system.
Writer called dealership talked to SM Walt he stated that they contacted Star and have been instructed to do a module re-set. SM stated that he will call customer this afternoon. SM stated that he is not sure if customer will bring vehicle in right now or on his next service visit. Writer will follow up with customer tomorrow.
Writer called customer explained lines 282-286. Customer is having some personal issues and would like to wait a few weeks to go to the dealership, about the time for oil change. Writer will follow up with customer next week to keep case opened.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40611. The reason for the customer contact was to provide or request the following information:

Customer needs to take vehicle in for module re-set.
Writer called dealership talked to Walt SM he stated that he called customer a few days ago and explained what Star suggested to do with this vehicle and customer stated that he would like to wait until the next oil change which is in about 2-3 month, SM stated that customer told him that customer would call when the 'change oil light' light came on. SM has scheduled to call customer for an oil change in about 2 months. Writer will follow up with customer.
Writer called customer explained that case will be closing since customer is waiting 2-3 months before going to the deaelrship. Writer left 877-IAMJEEP in case customer wants to open a new case once he goes bace to the dealership.
Begin Customer Message reviewed:
Laural,
Regarding your last voice message: Just want to clarify there is a misunderstanding as to when my Grand Cherokee goes in for service...I did not tell Walt @ Dave Dennis that it would be 3 mos. I advised him I expected the timing to be within the next 3-4 weeks (not months). In any case, whether you close the case or not is up to you...just wanted to make sure your information is accurate.
Bill Lowry
End of Reviewed Customer message
CLOSED LOOP UPDATE - no need for additional follow-up
See lines 287-290. Customer did not take vehicle in for diagnosis.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEBG6 E[redacted] | ***Open Date*** | 11/17/2014 | ***Built Date*** | 03/24/2014 | | |
| ***Model Year*** | 2014 | ***Body*** | WKTP74 | JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 09/15/2014 | ***Mileage*** | 1,000 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 66999 | ED VOYLES CHRYSLER JEEP, INC | | | |
| ***Dealer Address*** | 789 COBB PARKWAY SOUTH | | | | |
| ***Dealer City*** | MARIETTA | ***Dealer State*** | GA | ***Dealer Zip*** | 30060 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | SPARTANBURG SC [redacted] | ***Country*** | UNITED STATES |

Corporate - Survey By-Pass - Duplicate CAIR - Default - Default

***** EMAIL BRIEF DESCRIPTION CONTENT *****
UPLOADING ADAPTIVE CRUISE CONTROL RECALL DESTROYED/ERASED MODULE. OUR BRAND NEW JEEP GRAND CHEROKEE HAS BEEN DISABLED FOR WELL OVER A WEEK NOW AS A RESU LT. SERVICING DEALER SAYS THEY ARE WAITING ON JEEP TO SEND A NEW ONE.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Comments:
THIS IS THE THIRD CHYSLER CAR THAT I HAVE PURCHAED SINCE 2001. I WOULD LIKE
TO KNOW WHEN MY $45,000 VEHICLE IS GOING TO BE READY. NOBODY SEEMS TO KNOW
WHEN THE REPLACEMENT MODULE WILL ARRIVE AND IT IS UPSETTING TO SAY THE LEAST. I WOULD LIKE TO EITHER HAVE THE CAR BACK ASAP OR BE GIVEN A 2014 GRAND CHEROKEE TO USE UNTIL THEY CAN GET THE NEW VEHICLE GOING. THE WHOLE
SITUATION IS OUTRAGEOUS AND DOES NOT MAKE ME FEEL THAT JEEP IS LOOKING OUT
FOR ME AS A LOYAL CUSTOMER. PLEASE ADVISE ASAP. THANK YOU.
*****END OF CUSTOMERS EMAIL*****
Dear[redacted],
Thank you for contacting the Jeep Customer Assistance Center.
We are very sorry to learn of the problems you have encountered, and your frustration in the matter is understandable.
Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.
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
*****END OF CAC EMAIL RESPONSE*****
Agent reassigned case to JR1305 for survey by-pass due to prior contact,
see open Cair # [redacted]

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM3 | EC[redacted] | ***Open Date*** | 11/21/2014 | ***Built Date*** | 02/04/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/01/2014 | ***Mileage*** | 7,000 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 45445 | WICKSTROM CHRYSLER JEEP DODGE | | | |
| ***Dealer Address*** | 660 W NORTHWEST HWY | | | | |
| ***Dealer City*** | BARRINGTON | ***Dealer State*** | IL | ***Dealer Zip*** | 60010 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | NORTH BARRINGTON IL [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Brakes - Unknown - Other - Unknown | Beep sound from car then brakes came on automatically. |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
problem with braking
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My daughter was driving her vehicle in a 45MPH speed zone with no distractions around her. She said the car beeped and before she could do anything it automatically slammed on the brakes. The movement jerked her forward and slammed her dog off the passenger seat into the dash. She knows about the adaptive cruise control and it was NOT turned on. She did have it looked at about 2 weeks prior to this incident because when she comes to a stop, the car does an extra lurch forward. We took it into the dealership to have them look at it. The car did have some software updates
but nothing to do with the braking system. The service guy drove it around, most likely around the block, with no problems. We are getting the
car back tomorrow but I am so concerned about her safety. She is normally driving back and forth to school in a 70MPH speed zone. If this happens while she is on the highway, who knows what will happen. I do not want to be that mom on the news saying we told jeep about the brakes and nothing was done. I need answers and your help in figuring this out.
*****END OF CUSTOMER EMAIL*****
[redacted],
Thank you for contacting the Jeep Customer Assistance Center.
We regret to hear the concerns your daughter experienced with the brakes on her vehicle. We would like to review this concern further and contact Wickstrom Chrysler regarding the diagnosis they completed on the vehicle. Should your daughter experience any further concerns with the brakes, we suggest contacting the dealership to have the vehicle diagnosed.
We will follow up with you after we have reviewed all available

information on this matter.
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,
Eileen
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Dealer Name: WICKSTROM CHRYSLER JEEP DODGE 847-381-8850: SA Matt informed the vehicle was in 11/21/14 6755 miles. They were unable to duplicate the concern the customer experienced, they checked to make sure the adaptive cruise control was working properly. They did updates to the PCM and control module.
At this time no issues were found with vehicle. Should customer experience further issues, they would need to have the vehicle diagnosed again.
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
In regards to the issue your daughter experienced with her 2014 Jeep Grand Cherokee. I have contacted Wickstom Chrysler Jeep Dodge regarding the concerns. I have reviewed the diagnosis and was informed they were unable to duplicate the concern but, did some updates to control modules.
At this time I have updated the file, should she experience any further concerns regarding the issue, please contact the dealership to have the vehicle diagnosed. Once the vehicle is at the dealership, contact us by phone for further review of the issue.
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,
Eileen
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Reassigned to SJ372 for survey bypass, intermittent concern, dealer unable to duplicate.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG4 | EC[redacted] | **Open Date** | 11/19/2014 | **Built Date** | 02/12/2014 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 10/14/2014 | **Mileage** | 950 | **Dealer Zone** | 66 | ORLANDO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PFS | CASHMERE PEARL COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 68888 | NEW SMYRNA CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 1300 NORTH DIXIE FREEWAY | | | | |
| **Dealer City** | NEW SMYRNA BEACH | **Dealer State** | FL | **Dealer Zip** | 32168 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | LETTER |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | NEW SMYRNA BEACH FL[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Unknown - Unknown - Poor Ride - Default | Front Crash Mitigation |
| Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer is having concern with front crash mitigation
Briefly summarize what the customer is expecting: Customer is expecting that the front crash mitigation is fixed. It does not give warning with possible accident and there are two settings near & far
DLR says you can test it and Customer states that DLR may have checked electrical and there is no problem
Agent attempted to contact DLR and was unable to reach after a few attempts. Agent advised Customer that case will be worked on throughout the day. Agent provided case number if further contact is required.
Reason for Dealer Contact: was unable to reach Service personnel regarding concern about front crash mitigation after a few attempts
Dealer Code:68888
Dealer Personnel Required: service personnel
Customer s Preferred Method of Contact:Phone
Customer Phone Number (Morning) [redacted]
Customer Phone Number (Evening) [redacted]
Customer Email address [redacted]
Reason for assigning to Resolution Team: Customer expressed concern about the issue with the front crash mitigation
Assigned to 86T
Customer called back seeking an update on the case. Customer stated that he was almost in an accident on the 18th of November and that his front crash mitigation system did not give any warning. Customer states that he wants the dealership to test the system to see if it is working. Agent attempted to reach the dealership but was unsuccessful. Agent advised customer that the case was sent up to another department for resolution and that he should receive a callback within 1-2 business days. Customer understood.
Writer called NEW SMYRNA CHRYSLER @ 386-424-1300 and asked to speak to the SM who was not available, left message to call back, 855.675.9291 EXT

4718136 case number [redacted]
Status update provided via email to the following email address:
[redacted]:
Hi my name is Melody from Jeep Customer Care and your case number is [redacted] I have contacted New Smyrna Chrysler Jeep Dodge @ 386-424-1300 and left a message for Service Manager to call back. When Service Manager calls back I will discuss the issue of the front crash mitigation. I will contact you back once I have new information Contact information 855.675.9291 EXT 4718136 or by Email Thanks and have a great day Melody!
End of Status Update
Writer called NEW SMYRNA CHRYSLER @ 386-424-1300 and 888-599-3250 and (386)424-3100 operator says number has been disconnected for all three numbers. Writer will call the customer to see if they have a different phone number for the dealership.
Writer called [redacted] @[redacted] who was not available, left message to call back, 855.675.9291 EXT 4718136 case number [redacted].
[redacted] called back requesting a call back
Writer called [redacted] and spoke to him, who said the front c[redacted]sh mitigation has never worked on his vehicle. He states he has had several close calls with being in an accident. His vehicle was diagnosed on 11/10/14 and was told there was nothing wrong with the vehicle. Customer feels it was not diagnosed properly and wants his vehicle looked at again. When ever a vehicle is close the warning does not come on. Customer paid for the High Tech package for all the safety features and wants his front crash mitigation working. Writer advised that his case will be sent to CM for further review as this is an on going issue, customer understood.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Customer Phone Number (Evening) [redacted]
Customer Email address:polderman@cfl.rr.com
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code? 68888
Reassigned to 88F
********** Case Management - District team letterÙ ******* **
OOW: Still in waranty.
MVP: Active
Household: 1 New 0 Used.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Sarah, and I have been assigned as your case manager. This email is confirmation that your case [redacted], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, 3[redacted]6, within the one business day as promised. My office hours are 8:30AM 4:00 PM (Mountain Time). My contact information is 800.763.8422 EXT 40726. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40726
The reason for the dealer contact was to provide or request the following information: Obtain diagnosis.
Writer contacted dealership. Writer spoke with SA Paul. SA stated that the last recorded mileage was at 740. SA stated that per STAR the vehicle operates as designed. SA stated that the customer has been testing the vehicle s front midigation and slamming on the brakes. SA stated that there is no abuse. SA stated that there is not enough time to established.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40726. The reason for the

customer contact was to provide or request the following information:
Case closed. Vehicle operates as designed.
CLOSED LOOP UPDATE - no need for additional follow-up.
POSTMARK DATE: 112414; DATE RECEIVED: 120314
12/09/14
MARK D POLDERMAN
937 CROOKED WOOD CT ,
NEW SMYRNA BEACH , FL- 32168
Reference # [redacted]
Dear MARK POLDERMAN:
Thank you for your recent letter regarding your 2014 JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY 4-DR.
We are sorry to learn of your dissatisfaction and understand how this might cause concern. The characteristic you describe, however, is a function of your vehicle s design and there is nothing that can be done to fix the condition. It is not a defect in materials, workmanship, manufacturing or factory preparation and is, therefore, not covered under the new-vehicle limited warranty.
Thank you for allowing us the opportunity to review this matter with you.
Sincerely,
William,
Customer Service Representative
Customer called stating that they are dissatisfied with the response they have recieved on this issue and wanted a mailing address of someone higher up to whom he could send a letter detailing his concerns. Agent provided the following contact information as per Answer ID 17090:
Richard Thornton, Head of Operations - Customer Care
Chrysler Group LLC
CIMS 423-04-02
800 Chrysler Drive
Auburn Hills, MI 48326
Letter sent 1/5/15.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM7 | EC[redacted] | **Open Date** | 11/20/2014 | **Built Date** | 09/29/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 11/13/2013 | **Mileage** | 28,511 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 65674 | EAST HILLS CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 2300 NORTHERN BLVD | | | | |
| **Dealer City** | GREENVALE | **Dealer State** | NY | **Dealer Zip** | 11548 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | EAST STROUDSBURG PA [redacted]6 | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Air Conditioning / Heater - Auto Temp Control System - Defective - Default | Broken ATC. |
| Product - Air Conditioning / Heater - Evaporator - Defective - Default | Broken air conditioner. |
| Product - Transmission / Transaxle - Unknown - Defective - Default | Customer seeking lemon law, transmission wont switch gear. |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default | Customer states his radio wasn't working. |
| Product - Electrical - Park Assist System - Other - Default | Park Assist Flash 3-4 times. |

****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
Briefly summarize why the customer is contacting Chrysler: Customer wants to file for lemon law.
Briefly summarize what the customer is expecting: Customer seeking replacement jeep grand cherokee overland as he still loves the car, just not the problems.
Agent advised customer that it is within his rights to file for lemon law as he has less than the 4y/40m
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 [redacted]
Who has possession of the vehicle? (Owner)
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.

I called the customer states that the vehicle is at the dealership the forward collision warning, CEL, service 4 wheel drive light is on. The vehicle is currently in for service customer took the vehicle in on 11/22/14 and is in a loaner vehicle. Customer states that he has taken the vehicle in a couple of times for the same concern. Customer states that he has taken the vehicle in about 7 times and he would like to have a replacement vehicle. The customer thinks that there is a problem with the computer and doesn t know how to fix it. I advise the customer that I will have to contact the dealership to get all of the repair orders to review for resolution. Customer wanted to know what can be done. I advised the customer that I m unable to make any guarantees at this time but we can look at possible replacement, service contract, trade assistance and more.
I called the dealership 65674 for RO history spoke with SA Charlie states that the SA is John and he is out to lunch and he is really busy right now. I requested that he have the RO history faxed over he placed me back on hold. I spoke with Lori states that she will fax over the RO history.
I called the dealership 65674 for status update on vehicle spoke with SA John states that they are waiting for 4 wheel drive module Part # 68214628AA. I advised that it shows the part arrived on 11/28/14. SA John states that the part has been received and they should have the part on possibly tomorrow.
I called the customer advised that I spoke with the SA John and he states that the part has been received for the 4 wheel drive module and they should have the vehicle repaired by the end of the week if all goes as planned. I went over the RO history with the customer advised that the dealership is showing that this is the fourth time that the vehicle has been in for service not 7 times. I inquired with the customer to see if he has the repair orders where he took the vehicle in 7 times and he stated that he did not but he will get them from the dealership once he picks up the vehicle. The customer wants to know what will happen if the vehicle stops working in two weeks I advised him that he will have to take the vehicle in for service and we will review his case for possible resolutions. The customer wanted to know if we could review his case for resolution now I advised him that I will review his case but I m unable to make any guarantees.
Customer called demanding a supervisor. Agent advised customer we cannot give him a supervisor because we cannot transfer him to that department. Customer stated that the number he was given does not work. Agent provided customer telephone number from Answer ID 17118. Customer demanded for agent s supervisor, their last name, email and telephone. Agent declined because his case is already in the appropriate department.
Customer is contacting Chrysler demanding a supervisor. Agent advised customer that agent cannot transfer him to a supervisor as agent does not have direct numbers/extensions to do so. Agent advised customer that due to the nature of this case, he does need to continue working with the CM. Agent advised customer that his case is in the appropriate department. Customer began swearing and agent disconnected.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-12-11 @ 16:23
I called the dealership 65674 spoke with SA Mike states that the vehicle is not in for service at this time the last time the vehicle was there was on 12/4/14.
Customer states that when he picked the vehicle up they were to put DEF fluid in the vehicle and he received a message saying that the vehicle will not start after 185 miles. Customer states that the CEL light came on and he has an appointment to take the vehicle back in on 12/11/14. I advised the customer that I m going to reach out to our TS to get them involved in the repair process of the vehicle since this is not the first time that he has had this concern.
I called the dealership 65674 spoke with SA Jocelyn states that the customer brought the vehicle in for service today and the customer is in a loaner vehicle.
I called the customer advised that I will be getting our TS involved in the repair process of the vehicle now that it is in for service. The customer states that he spoke with the SM Eric and advised him that we

are going to reach out to our TS to get them involved in the repair process of the vehicle.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-12-12 @ 18:18
CAIR ESCALATION UPDATE
SEE STAR CASE# 1[redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# 1[redacted] FOR INFORMATION
I called the customer advised that our TS have contacted the dealership to get involved with the repair process of the vehicle. I advised the customer that the dealership is still in the process of diagnosing the vehicle.
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted]FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted]FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted]FOR INFORMATION
I called the dealership 65674 for status update on vehicle spoke with SA Mike states that the SM is handling this case and he is out of the office until tomorrow.
I called the customer advised that I do not have an update for him that the SM Eric is handling his case and he is not in until tomorrow. The customer states he spoke with SM last week and was advised they are replacing 4 sensors and catalytic converter. The customer states that he is going to leave to go out of town on 12/26/14 until 1/9/14. I advised him I will let Eric know.
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted]FOR INFORMATION
Called East Hills (65674) and LVM for SM Eric requesting call back to CM SR1447.
Called customer and informed him that we are waiting for a status update from the SM and his CM SR1447 will follow up with more information.***Follow up 1/2/15
Called dealership for update. Released the line after holding 10 minutes. >>>Called dealership back and requested to LVM for SM Eric. LVM for SM Eric requesting he give CM SR1447 a call with repair status update and provided her contact number.
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted]FOR INFORMATION
I called the dealership 65674 for status update on vehicle spoke with SA Eric states that he received the part and they are going to start working on the vehicle today and if all goes as planned the vehicle should be ready by the end of the week.
I called the customer LVM advised that the part has arrived and if all goes as planned the vehicle should be ready by the end of the week.
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted]FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# 1[redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# 1[redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# 1[redacted] FOR INFORMATION
>> Maximum Care 5 year 60,000 mile $100 deductible (WM560N) has been applied to vehicle for customer s future reliability concerns due to 8 repairs on various vehicle concerens, vehicle down 49 days. Contract code 39615742.
I called the dealership 65674 spoke with SA states that the customer has

picked up the vehicle. They replaced the fuel injector sensor, G Sensor, catalytic converter and did a flash update on the vehicle.
I called the customer to confirm that the vehicle has been repaired and there are no current concerns with the vehicle. The customer states that the vehicle is fixed and he has no concerns. I offered the customer a maximum Care 5 year 60,000 mile warranty with a $100 deductible. The customer accepted the offer. I confirmed the customers mailing address and updated the information to PO BOX 350396 Brooklyn NY 11235.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBG4 FC[redacted] | **Open Date** | 11/21/2014 | **Built Date** | 10/01/2014 | | |
| **Model Year** | 2015 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 10/30/2014 | **Mileage** | 1,500 | **Dealer Zone** | 35 | WASHINGTON | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 05002 | FRANK C VIDEON INC | | | |
| **Dealer Address** | 4949 WEST CHESTER PIKE | | | | |
| **Dealer City** | NEWTOWN SQUARE | **Dealer State** | PA | **Dealer Zip** | 19073 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | HAVERTOWN PA [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | Needs a Valve Body |
| Corporate - E-Reimbursement - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler:
Customer is calling in as he is very upset that he had just bought a brand new Jeep that was supposely went through our quality inspection but yet he has 700 miles on this Jeep and the check engine light comes on. Takes it to the DLR and he is told that he needs a new valve body.
He can t drive it as it may get stuck in park or drive.
He has owned other Jeeps and he has never experienced anything like this before.
He feels that he still has to make payments on this Jeep and he should be compensated for his time and inconveniences.
Agent then spoke with the SM Mack and he said that this part they need is coming right out of Detroit and his parts manager is working to try and have this part shipped here over night if not it will be not be here till Tuesday.
When they do get the parts and get it fixed customer states he won t be in town as he will be away for the holiday.
Agent has advised the customer that she will send this up and have a CM review your concerns and see if there is anything that can be done for you.
Briefly summarize what the customer is expecting:
Customer feels that he should be compensated for his time and inconvenience with his Brand New Jeep being down.
Customer advised a call back is required and will take place within one 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: .
Who has possession of the vehicle? (Dealer)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)

If a CDJ dealer has diagnosed, what is the dealer name or code? FRANK C VIDEON INC
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District Q * * * * * *
OOW: Remaining 35 Months or 35,300 Miles
MVP: None
Ownership history: 2 New 0 Used
Writer called the dealership at 610-356-7000 and the line was disconnected.
Writer called the dealership at 610-356-7000 John Taylor is the SM.
Writer left a message with contact information. The reason for the call was to get updated mileage, loyalty and diagnosis of the check engine light and valve body issue of the vehicle.
Writer called the customer at [redacted] and left a message with contact information. The reason for the call was to get the customer s expectations, to inquire on what the customer is expecting for compensation and the verify customer address and e-mail.
Writer is going to offer an oil change service contract for Essential Care Select (ECS36N) as compensation for the customer s time and trouble.
Writer will offer the contract after the vehicle is repaired.
Customer called to speak with CM AS1978 Transferred to EXT 40508
Writer called the customer at [redacted] left a message with contact information.
Writer called the customer at [redacted] andleft a message with contact information.
Writer called the customer at [redacted] and left a message with contact information.
Writer called the customer at [redacted] 4 and left a message that we got his messages. Writer stated that we are sorry it took so long to get back to him regarding his case. Writer stated that if CM in not available and if he has an emergency that he may press 0 on his phone to speak to any available CM. Writer is calling back 12/03/2014.
Writer called the customer at [redacted] 4, and asked if the vehicle has been repaired. Customer said that the vehicle has been repaired, and driven for about 15 miles since the vehicle has been picked up. Writer offered MVP ECS36N, customer accepted.
Writer called the customer at [redacted] and the customer verified the mileage is 850. The customer stated that he loves Jeep and he has had 3. The customer stated that this is the first issue he has had with Jeep and hopes that this will be the end of the problem. Writer is calling back 12/19/2014 to allow the customer to test drive his vehicle due to bad weather he will not able to drive it right now. Write stated that we will call back when the MVP is added to verify the repairs are satisfactory and to verify MVP has been added.
EC36N Contract created. Contract number is 3[redacted].
Writer called the customer at 6[redacted] and left a message stating that the service contract has been added and we are closing the case.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer contacting Chrysler because after having the transmission issue repaired. Customer states now his adaptive cruise control and front collision warning has been disabled. Customer states he would like someone to work with him again to ensure the vehicle is successfully repaired and he will not have to go back to the dealership because he is very unhappy.
Customer called states if he has his vehicle being repaired at DLR he doesn t want to have to pay for rental vehicle. Agent advised customer he is under warranty and with it being a 2015 the DLR should provide rental. Agent advised customer if for any reason they will not provide rental to give us a call and we will look at potential rental.
Customer called in order to issue a complaint, and talk to a case manager. Customer states he doesn t want to leave another message, and demands to talk to someone right now. Agent attempted to transfer to Case Manager, CM AS1978 was unavailable. Agent stayed on the line and reached CM Betty who agreed to take the customer and offer him assistance.
Caller Mr[redacted] requesting to speak with Case Manager.
He added 2nd phone [redacted]

He alleged he will call for Lemon Law if no one calls him back.
Writer contacted customer; customer expressed frustration as the vehicle is less than three months old, and has had two major issues within the first 100 miles. Customer stated the DLR charged them $16.00 to replace the screen, and would like to be reimbursed for it. Customer provided email address: [redacted]. Writer advised a documentation request link will be sent, so reimbursement can be reviewed. Customer alleges the DLR has ordered parts for the vehicle with an unclear ETA. Writer advised their CM will contact the DLR to gather the correct information, and expedite any parts that have been ordered. Writer stated a callback will take place 1/6/2015.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2015-01-02 @ 18:32
CONTACT UPDATE - Customer was contacted 43 to 46.
Customer was provided with agent s extension: 40508.
Writer called the customer at [redacted] and left a message with contact information.
Writer called the customer at [redacted] and left a message with contact information.
****** Below Customer Contacted for Documentation Request ******
s[redacted] on 2015-01-19 @ 16:48
Writer called the customer at [redacted] and the customer stated that he never recieved the link. Writer sent the link and gave the customer the fax number.
****** Below Customer Contacted for Documentation Request ******
ja1279@chrysler.com on 2015-01-20 @ 11:42
***** Customer Document Received *****
Writer contacted customer; confirmed line 122. Writer advised their CM will review the documents and follow up by 1/27/2015 with more information.
Writer called the customer at [redacted]4 and let the customer know that is no problem to reimburse the $16.11 he paid for the screen. Writer stated that we are sorry for all the trouble he has gone through with his brand new vehicle and we are looking into possible compensation in the form of a service contract. The customer stated that he likes that idea. Writer verified the oil changes for 3 years have been added to the vehicle. The customer agreed to call back no later than 02/03/2015.
Customer Document Reviewed.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40730. The reason for the customer contact was to provide or request the following information: Tell the customer his service contract has not posted to his VIN. Writer will follow-up 2/5/15.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40730. The reason for the customer contact was to provide or request the following information: To varify address fro reimbursment on $16.11.
Writer contacted customer, customer verified address is [redacted] , HAVERTOWN , PA- 1[redacted], UNITED STATES.
****Begin structured narrative T2 - Vehicle Payment eReimbursement
What is the reason(s) for this vehicle payment reimbursement?
N/A
How many vehicle payments are being reimbursed?
N/A
What is amount of the monthly vehicle payment?
N/A
Has this customer had previous vehicle payment reimbursements?
N/A
If previous, how many?
N/A
What is the total amount being reimbursed?
N/A
****End structured narrative T2 - Vehicle Payment eReimbursement
****Begin structured narrative T2 - eReimbursement
What has the customer specifically requested?
Reimbursment for screen replacement

If this is for a previously made goodwill decision, what is that CAIR #?
no
What is the total amount being reimbursed and the reasons why?
Reimbursment for screen replacement $16.11
****End structured narrative T2 - eReimbursement
Reviewed. Ok to send
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBTX | EC[redacted] | **Open Date** | 11/21/2014 | **Built Date** | 06/07/2013 | |
| **Model Year** | 2014 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/05/2013 | **Mileage** | 30,921 | **Dealer Zone** | 42 | DETROIT | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 61884 | TOM O'BRIEN CHRYSLER JEEP NORTH | | | |
| **Dealer Address** | 4630 E 96TH STREET | | | | |
| **Dealer City** | INDIANAPOLIS | **Dealer State** | IN | **Dealer Zip** | 46240 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | INDIANAPOLIS IN [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | Customer states radio works intermittently. |
| Product - Electrical - Unknown - Complete Failure - Default | Customer states the FCW and ACC are malfunctioning. |
| Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default | Since 12/30 |

Briefly summarize why the customer is contacting Chrysler: Customer states the radio stops working intermittently. Customer states occasionally the radio will come back on. Customer states the Assisted Cruise Control occasionally stops working. Customer states a warning light will come on suggested they receive service. Customer states the Forward Collision Warning goes off with no reason and engages the brakes. Customer states they brought the vehicle to the DLR twice. Customer states the DLR could not diagnose the radio issue the first time. Customer states the second time the DLR had it for over a week. Customer states the DLR advised that the radio will not be in until 2016.
-
Briefly summarize what the customer is expecting: Customer seeks to have their vehicle repaired. Customer seeks extension to the rental coverage. Customer seeks to know that their complaint is being resolved. Customer seeks to expedite the part order.
-
SA Carey states the repairs are completed on the vehicle. SA Carey states the customer s radio is being replaced to resolve their concerns with the Bluetooth features and the radio intermittently shutting off. SA Cary confirmed that the radio is on order and showing as being available in 09-01-2016. SA Carey states the customer was advised that the correct ETA is more likely 2 weeks to a month. SA Cary states they were unable to duplicate the FCW or ACC problems. SA Carey states that no codes, flash updates, or TSBs are showing. SA Carey states the ACC sensor and forward sensors were checked. SA Carey states the vehicle is drivable.

-
Writer contacted (TOM O BRIEN CHRYSLER JEEP DODGE 61884Ù and spoke with (Parts Advisor Richard).
(Parts Advisor Richard) stated part information for order is as follows:
Part #: Z8190240AF
Part Description: Radio
Order #: [redacted]
ETA: 09-01-2016
Is customer in rental? YES
If yes, who authorized rental? MVP
Is the vehicle off road? No
Order type: Special Handling
-
Agent informed customer that the rental cannot be extended at this time as their vehicle is drivable.
-
Customer advised a call back is required and will take place within one 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 [redacted]
Who has possession of the vehicle? DLR
Has the vehicle been diagnosed by a CDJ dealer? YES
If a CDJ dealer has diagnosed, what is the dealer name or code? 61884
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 42 V * * * * * *
CONTACT UPDATE - Customer was contacted today at 08:22 and provided with agent s extension, 40565.
Status update provided via email to the following email address:
[redacted]
Case #: [redacted]
Vehicle Description: 2014 Grand Cherokee Limited 4x4
VIN: 1C4RJFBTX EC[redacted]
Hello Ms. [redacted]:
Per my voicemail, my name is Gardner and I have been assigned as your Case Manager. This email is confirmation that your case [redacted] was successfully escalated to me.
My office hours are 8:00am 4:30pm (Mountain Time). My contact information is 800-763-8422 ext. 40565.
Your concerns regarding your vehicle are being reviewed. I will follow up with you once I have gathered more information, however no later than Wednesday, November 26th.
Thank you.
Gardner
Case Manager
Chrysler Dodge Jeep Ram Case Management
Great Lake BC 42
800-763-8422 ext. 40565
8:00am-4:30pm MDT, Mon.-Fri.
End of Status Update
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40565. The reason for the customer contact was to provide or request the following information:
Contacted customer to discuss radio replacement of 2016and electerical issues.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40565. The reason for the customer contact was to provide or request the following information:
Writer contacted customer to discuss delivery time on radio and other electrical issues. Follow up Mon., 12/1
Writer contacted Richard in Parts. Stated radio was in and customer has been notified for appointment to be scheduled.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40565. The reason for the customer contact was to provide or request the following information:
Following up with customer to determine is appointment made for radio

replacement. Requested return email or call with date.
Writer contacted [redacted] which is no longer the Customers #
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40565. The reason for the customer contact was to provide or request the following information: Following up with customer to determine is appointment made for radio replacement
Agent attempted to contact customer, however, customer was not available. Writer could not leave voicemail, because [redacted]7 which is no longer the Customers # the reason for the customer contact was to provide or request the following information:
Following up with customer to determine is appointment made for radio replacement.
Writer contacted SM, Jeff to determine status of vehicle radio replacement. SM unavailable. Spoke with SA, Karen who confirmed customer was in to dealer on 12/9 for repair. Writer obtained new phone number and updated mileage. [redacted]. Kerry was SA on case.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40565. The reason for the customer contact was to provide or request the following information:
Writer contacted customer to determine status of vehicle repair. Follow up Fri., 12/19.
Agent attempted to contact customer, however, customer was not available. Mailbox not accepting messages. The reason for the customer contact was to provide or request the following information: Determine status of repairs.
Status update provided via email to the following email address:
[redacted]
Hello Ms. F[redacted],
I hope all is going well for you this holiday season.
Per Tom O Brien Chrysler Jeep Dodge, the repairs have been completed to your 2014 Jeep Grand Cherokee Limited 4x4. At this time we will close your case Tuesday, December 23rd if we do not hear from you.
Thank you.
Gardner
Case Manager
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.
-

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT4 EC[redacted] | | **Open Date** | 12/01/2014 | **Built Date** | 06/02/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 06/18/2013 | **Mileage** | 10,000 | **Dealer Zone** | 35 | WASHINGTON | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 68348 | KOONS CHRYSLER | | | |
| **Dealer Address** | 2000 CHAIN BRIDGE RD. | | | | |
| **Dealer City** | VIENNA | **Dealer State** | VA | **Dealer Zip** | 22180 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | |
| **Address** | [redacted] | **Home Phone** | ([redacted] |
| | ALEXANDRIA VA [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - Default - Default - Default | Forward collision warning system |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | Forward collision warning system |
| Product - Engine - Engine Block / Short Engine - Other - Default | engine needed replacing |

Chat Incident ID: 141201-000484
Briefly summarize why the customer is contacting Chrysler: Customer reached chat to report that he has been working with Jeep Care s ECS team and his dealer regarding numerous repair visits pertaining to the Forward Collision warning system and other electrical issues. Customer reports that this is in addition to an engine replacement that has been done on this vehicle.
Briefly summarize what the customer is expecting: Customer states that he is at the point of reviewing his states s lemon law and seeking a buyback of this vehicle by Chrysler Group. Customer states that he is considering doing this by mid-December 2014 which will be the 18 month anniversary of the vehicle being in service.
Writer reached Service department at Koons CJD 68438. They confirmed that there is no open repair order showing for the vehicle presently. They also confirmed that the last repair order shows from November 6, 2014 involving repairs to the sensor of the Foward Collision warning system and the ABS system.
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 7[redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner)
Is this a request for Lemon Law, buy-back or replacement? Yes
Reassigned to 91L
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
I called the dealership 68438 service is closed for the day.

I called the customer LVM introduced myself advised that I m his case manager the case has been reviewed and referred to me for special handling and I wanted to discuss the current concerns that he is experiencing with the vehicle.
I called the customer LVM requesting a return call
I called the customer LVM requesting a return call.
Status update provided via email to the following email address:
[redacted]
This is in regards to Case #[redacted], due to no contact the case will be closed. If further assistance is needed please contact our office directly at 888-542-7239.
Regards,
Sherry
End of Status Update
Status update provided via email to the following email address:
[redacted]
Your case has been assigned to me for Special Handling. I am your case manager and I am available to speak with you Monday through Friday, 9:00 a.m. to 5:00 p.m. C.S.T.
If I am not available, please leave a voice message at either 214-583-2154 or 888-542-7239 extension 2154, and let me know the best time that I may reach you.
End of Status Update
I called the dealership 68348 spoke with SA went over RO history vehicle is not currently in for service.
I called the dealership 44574 spoke with SA Kevin went over RO history
I called the customer LVM requesting a return call. I requested that the customer advise if the vehicle in for repair and if so what dealership.
I called the customer he states that no one has helped him and he has filed for the lemon law. I advised the customer that I m not showing that he filed for the lemon law and inquired if he would like my assistance. The customer states that he just wants someone to help him. I advised the customer that I will assist him until we receive the paperwork showing he filed for the lemon law. I advised the customer that I will have to step away from the case once we receive the lemon law paperwork the customer understood. The customer states that he wants to get another jeep I advised the customer that we could look at possible trade assistance. The customer states that he doesn t want to take a substantial loss on the vehicle. I advised the customer to get a trade appraisal so that he can find out what his vehicle is worth. I advised the customer that I will review his case for all possibilities but trade assistance is a possibility. The customer states that he has had a lot of problems out of the vehicle and doesn t believe they can fix the vehicle. The customer states that the adaptive cruise control is not working.
LVM requesting call back from customer
I called the customer LVM requesting a return call to see if he is planning to take the vehicle in for service or what the next course of action will be.
****** Below Customer Contacted for Documentation Request ******
srawson@impartialservices.com on 2015-01-08 @ 09:46
I called the customer LVM requesting a return call to see what the next course of action will be.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJG0 | EC1[redacted] | **Open Date** | 12/01/2014 | **Built Date** | 05/06/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/19/2013 | **Mileage** | 34,042 | **Dealer Zone** | 71 | LOS ANGELES | |
| **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** | 45646 | CHRYSLER JEEP DODGE RAM MARIN | | | |
| **Dealer Address** | 201 CASA BUENA DR | | | | |
| **Dealer City** | CORTE MADERA | **Dealer State** | CA | **Dealer Zip** | 94925 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | SAUSALITO CA[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Brakes - Unknown - Other - Unknown | Brake on its own. |
| Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Other - Unknown | Easy entry seat system not working intermittently |
| Product - Electrical - Unknown - Defective - Default | Front facing camera needs securing and recalibrated. |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
Dealer code: 45646
POC Name and position: SA Max
POC phone: 415-886-3234
POC e-mail: maxblumenthal@ncjdrmarin.com
Current mileage: 34042
Customer concern: 1) easy exit entry seat system not working correctly, 2) vehicle giving warning sensor forward facing camera. 3) vehicle brakes randomly on its own, 4) RRTs 5) TSB 08-071-14 PTS TSB for TCM 21-007-13 TSB Radio flash 14-25-5) recall P14 and P36
Dealer diagnosis:1) unable to duplicate, no stored or active codes 2)and3) clips needed to secure forward facing camera sensor and will need to recalibrate. 5) perform TSBs
Recommended repairs:1) none 2-3) replace clips to secure forward facing camera.
Is the customer in a rental? Customer has vehicle while waiting for parts
Is the customer waiting? NO
Customer name: [redacted]
All customer contact numbers: [redacted]
Best time of day for contact: any
Parts to secure camera have been ordered but SA did not have the order information.
States customer will return when parts arrive.
Writer approved repairs and TSBs.

DM notes entered.
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number.
DM Notes have been entered into GCS indicating Customer Care approval.
When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
Call to dealer 45646 CHRYSLER JEEP DODGE RAM MARIN 415-886-3222
Spoke with Gary in parts.
States clips arrived on 11/28/14.
Call to customer [redacted] Advised parts are in and needs to contact dealer to make an appointment to complete repair. Advised will contact customer in one week.
Call to dealer 45646 CHRYSLER JEEP DODGE RAM MARIN 415-886-3222 Spoke with SM Chris.
States customer called yesterday and left a voicemail about making an appointment. States he has been trying to reach customer back.
Call to dealer 45646 CHRYSLER JEEP DODGE RAM MARIN 415-886-3222 Spoke with SM Chris. States customer has appointment for tomorrow the 16th.
Call to dealer 45646 CHRYSLER JEEP DODGE RAM MARIN 415-886-3222 spoke with SM/ Chris who advised customer missed his appointment and will be contacting the dealership when he has time to reschedule. SM advised to call customer in a few days to see if he can reschedule.
Call to dealer 45646 CHRYSLER JEEP DODGE RAM MARIN 415-886-3222 Spoke with service representative who indicated customer had appointment for 7:30 this morning but vehicle is not there.
Call to customer [redacted] 6
Agent attempted to contact customer, however, customer was not available.
The reason for the customer contact was to provide or request the following information:
Advised of speaking with dealer about his missied appointment. Advised at this point case is closing but all information remains on file and can be referenced at any time.
Advised of P67 OCCUPANT RESTRAINT CONTROL MODULE recall.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJEJT7 | EC1[redacted] | **Open Date** | 12/09/2014 | **Built Date** | 02/20/2013 | |
| **Model Year** | 2014 | **Body** | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | | | |
| **In Service Dt** | 06/25/2013 | **Mileage** | 8,801 | **Dealer Zone** | 71 | LOS ANGELES | |
| **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** | 60523 | MOTOR VILLAGE LA | | | |
| **Dealer Address** | 2025 S FIGUEROA ST | | | | |
| **Dealer City** | LOS ANGELES | **Dealer State** | CA | **Dealer Zip** | 90007 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] J | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | LOS ANGELES CA [redacted] | **Country** | UNITED STATES |

Product - Unknown - Unknown - Sudden Acceleration - Default

Briefly summarize why the customer is contacting Chrysler:Please reference case[redacted]
A month ago customer was in an accident, customer states that the brake did not work
Customer received a letter. Customer states that the Forward collision warning light started flashing and beeping for no reason. Customer has had the vehicle towed to the dealer for service. Customer does not feel safe in the vehicle. Customer states that the dealer has not been able to diagnosis the issue as of yet. Customer states that he is not happy with the rental that was provided either. Agnet apologized to customer but advised that what type of rental he receives is beyond her control. Agent advised customer that his concerns would be escalated for further review. Agent advised customer that he would receive a call back in 1-2 business days for assistance.
Customer advised a call back is required and will take place within one 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: [redacted]
Who has possession of the vehicle? MOTOR VILLAGE LA
Has the vehicle been diagnosed by a CDJ dealer? MOTOR VILLAGE LA
If a CDJ dealer has diagnosed, what is the dealer name or code?MOTOR VILLAGE LA
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
In warranty
No MVP
1 new in HH
Writer attempted to contact dealership and was hung up on.
Writer attempted to contact dealership and was hung up on.
CONTACT UPDATE - Customer was contacted today at 3:59 pm MST

Customer was provided with agent s extension: 40674.
Writer contacted customer who stated that concern is random and there is no pattern as to when the front collision light will go off. Writer advised that we are still doing some research as well as trying to reach out to the dealership so that we can get the vehicle repaired for the customer. Customer stated that they do not feel safe in the vehicle any more.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40674
The reason for the dealer contact was to provide or request the following information: find out what is being done for the customer.
Writer contacted dealership and spoke to SA Moses who stated that they were not able to duplicate the concern so they returned the vehicle to the customer.
Writer contacted customer who stated that they do have the vehicle back but do not feel confident in it. Writer advised customer that we would like to have them drive the vehicle and will follow up again on 12/19.
Writer contacted customer who stated that they are still having the concern with the sensor. Customer stated that they have only had the sensor go off once since they got the vehicle back. Writer advised that if they are still having the concern we will need to have them take the vechicle back to the dealership for futher diagonsis. Customer stated that they do not want to have to take the vehicle in because nothing is being done. Customer stated that they may want to look into having the vehicle replaced. Writer advised that if they would like to have the vehicle replaced they will need to look at the blue and white hand book that came with the vehicle. Customer stated that they would like to be contacted after the new year because they will be on vacation. Writer advised that we need to follow up once a week and we can send an email if they would like, customer provided email [redacted].
Status update provided via email to the following email address: [redacted]
I am just following up with you today to let you know that I will be contacing you again on 01/02/2014 to give you some time to review your blue and white hand book.
End of Status Update
Writer attempted to contact customer who answered the line and then disconnected.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40674. The reason for the customer contact was to provide or request the following information: Find out what the customer would like to do.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40674. The reason for the customer contact was to provide or request the following information: Find out what the customer would like to do.
Writer contacted customer who stated that they have not had time to review the blue and white hand book and requested a call back in a week to find out what they would like to do.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40674. The reason for the customer contact was to provide or request the following information: Find out what the customer would like to do.
Writer attempted to contact customer and line was disconnected.
Writer contacted customer who stated that they have not had time to review the hand book because they are traveling. Writer advised that at this time we will close the case and they can call back when they have time to take the vehicle back to the dealership.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT0 | EC[redacted] | ***Open Date*** | 12/15/2014 | ***Built Date*** | 06/07/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/09/2013 | ***Mileage*** | 11,000 | ***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*** | 59004 | AUTOLAND | | | |
| ***Dealer Address*** | 170 ROUTE 22 | | | | |
| ***Dealer City*** | SPRINGFIELD | ***Dealer State*** | NJ | ***Dealer Zip*** | 07081 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | UNION NJ[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Electronic Vehicle Security - Other - Default | Repaired twice - alarm would sound when locking vehicle |
| Product - Brakes - Unknown - Other - Front | Unresolved front collision warning / braking |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Extremely dissapointed
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***** CUSTOMER EMAIL *****
i got a 2014 overland one year ago and there have been more problems than I care to admit. Every electrical issue there can be, car alarm goes off every time I lock door (2 times fixed), the ACC/FCW alarm goes off constantly and worst of all, the BREAK alarm goes off every few miles with no object in site. It goes as far as to physically apply the break on its own. I have been to the worst dealership on the planet 5 times and tgey cannot fix it (autoland NJ). Best of all no loaners! How can you expect someone who can afford a 55k car to not need to leave theit home for 4 days? Oh ya a shuttle that takes you 5 miles from you house, that solves it. Audi, BMW, everyone else offers loa nets for far less expensive cars. I am beyond disappointed with the car that I m stuck with but more importantly the service I have seen from Jeep and Autoland. I will NEVER buy another vehicle from you or your dealership again. I have had multiple Jeeps in the past and never will again. In fact never buying American again just not worth the aggravation. You lost a once loyal customer and I suspect with products and service like this I ll not be the last. Get it together Chrysler/Jeep...especially Autoland
***** END CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We are very sorry to learn of the problem you have encountered while having your vehicle serviced at Autoland Chrysler Jeep Dodge INC., and have opened a file regarding this issue.

Thank you for bringing this to our attention. We appreciate the time and effort you took to tell us of your dissatisfaction with this dealership and our product. We have documented your concerns and have made them available to our development teams.
Please know that your feedback and opinion are both, very important to us. We hope this experience will not cause our customers to misjudge our products.
We can have these unresolved issues addressed.
If you could, please contact your preferred authorized Chrysler Group dealership and have an appointment set. At that time, please contact us at 1-877-I-AM-JEEP (1-877-426-5337) or please respond to this email and I will have your case escalated appropriately. If you choose to contact us by telephone, please supply your case number [redacted]) to the Agent you speak with.
This escalation will provide the dealership and yourself with a Case Manager who will review your concern and reach out to you. They will assist the dealership in exhausting all available resources to have this issue addressed and resolved.
We apologize for any and all inconvenience.
Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
Recall P36 - SUN VISOR WIRING
Recall P67 - OCCUPANT RESTRAINT CONTROL MODULE
We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
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,
Tyler
Customer Service Representative
Jeep Customer Assistance Center
***** END CAC EMAIL *****
Reassigned to JR1305 for survey by-pass
No diagnosis
***** CUSTOMER EMAIL *****
Hello,
Please do have this escalated. I can be contacted at [redacted]. I prefer to be called rather than having to call
***** END CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dear [redacted],
Thank you for contacting the Jeep Customer Assistance Center.
We have reviewed your email and your concern has been forwarded to a more appropriate area for their attention and response.
Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day at the phone number provided with your email message. If you wish to be contacted at an alternate number please advise.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Tyler
Customer Service Representative
Jeep Customer Assistance Center
***** END CAC EMAIL *****
SUMMARY:
Customer has unresolved issues with Front Collision Warning and automatic

braking applying when not needed. Customer has legal case, unable to view to determine if concerns are related.
Customer advised a call back is required and will take place within one business day by COB their time.
[redacted]
Email: w[redacted]m
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 59004 AUTOLAND CHRYSLER JEEP DODGE INC
Reassigned to 88F
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
********** Case Management - District T **********
In Warranty
MVP: None
Household: 1 New 0 Used
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40672
The reason for the dealer contact was to provide or request the following information: to discuss a customer s case.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40672. The reason for the customer contact was to provide or request the following information: to get expectations
***** CUSTOMER EMAIL *****
I am sorry but how long does it take to get a customer service call? Not one thing about my experience with Jeep has been positive. I am so bummed I am stuck with this truck for the next year and a half. A mistake I will not make again I assure you
***** END CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dea[redacted]
We apologize. From the information available to me, it appears that contact has been attempted and a message has been left. We have updated your file to reflect the latest information you provided in the email message.
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,
Tyler
Customer Service Representative
Jeep Customer Assistance Center
***** END CAC EMAIL *****
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40672. The reason for the customer contact was to provide or request the following information: To discuss the current issues with the vehicle and gather expectations.
***** CUSTOMER EMAIL *****
Nope, no message left. I checked again. my number is[redacted] nothing there. Honestly just forget about it nothing would be fixed anyway
***** END CUSTOMER EMAIL *****
Customer contact number:[redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40672. The reason for the customer contact was to provide or request the following information: Writer wanted to follow up with the Customer for an update on the vehicle. There will be a follow up call to the Customer after contacting the dealership on 12/23/14.
Writer called DLR twice. Each time writer called, the call got disconnected. Unable to leave a voicemail due to the call being dropped.
Agent attempted to contact customer, however, customer was not available. The reason for the
customer contact was to provide or request the following information:

Writer called customer to get their expectations and any other concerns that they may have regarding there vehicle.
CONTACT UPDATE - Customer was contacted today at 2:46 MST.
Customer was provided with agent s extension: 40672.
***** CUSTOMER EMAIL - DATED: 12/24/14 10:39 AM*****
I called back to discuss and they could not find my case file even though I provided this one. Is there any part of a Jeep process that is not unimaginably painful? I have not been able to speak with someone in two weeks
***** END CUSTOMER EMAIL - DATED: 12/24/14 10:39 AM*****
Status update provided via email to the following email address: [redacted]
Hello, I am contacting you on behalf of your case manager, Sarah. If you have any questions, or if you would like to speak with Sarah, please contact 1-800-763-8422 or respond to this e-mail.
End of Status Update
Writer contacted customer at [redacted].
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40672. The reason for the customer contact was to provide or request the following information:
Advise customer to resolve their concern we will need an appointment set with one of our licensed dealerships, inquire which dealership the customer prefers to work with.
Begin Customer Message reviewed:
I would like to setup some time to discuss my many issues. When is a good time for you to speak today or tomorrow? I can be reached at [redacted]
End of Reviewed Customer message
Writer called customer to inform him that we are looking and reviewing his case. Writer stated that we are doing our best to get this issue resolved. Customer stated that he just wants his vehicle fixed so that he can drive it. Customer stated that he had spent an average of 20 hours in the dealership since he has bought the vehicle. Writer apologized for the inconvenience. Customer stated that he needs a rental if the dealership has to keep the vehicle for longer than a few days. Writer stated that we can look into it for him but no guarantees. Writer stated that we will have the Cm call the dlr and get an update as far as the rental is concerned and then follow up with him. Writer stated that once we get an update for the rental, then we would need him to take his vehicle in for a diagnosis before we can fully authorize it. Customer stated that was ok
Writer called sm and had asked if he has or had seen the customer s vehicle. Sm had stated that they do not have it. The last time it was in the shop was July 2014. Writer thanked sm for his time.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40596. The reason for the customer contact was to provide or request the following information:
Writer called customer to inform him that we need him to make an appointment by 01-15 or we would be closing the case. Writer stated that we need to move this case forward. Cm will close the case on 01-15 if we do not hear back from the customer regarding an appointment.
Writer contacted DLR and spoke with SM Jeff. SM advised writer that customer does not have an appointment set up as of yet.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40672. The reason for the customer contact was to provide or request the following information:
To advised customer that if appointment is not set up by 1/15/2015 we will be closing their case. Writer advised a call back on 1/15/2015.
Was the customer in a rental? If yes, how many days? No.
Did the customer have a co-pay? If yes, how much? No.
What is the RO #? No.
Does the SM have the CAIR #? If no, provide it. No.
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? Yes
Writer contacted DLR and spoke with SM Jeff. SM answered DLR close- loop questions, because customer does not have an appoinment set up.

Writer contacted DLR and spoke with SA Stanley. SA advised writer that he will call back today when it is less busy.
Writer contacted DLR and spoke with SM Jeff. SM advised writer that the customer does not have an appointment set up as of yet.
Status update provided via email to the following email address:
[redacted]
Hello, this is Sarah from Jeep customer care
I m contacting you because you do not have an appointment set up as of yet at the dealership. i will be closing your caase if you do not have on set up by 1/20/2015. When you are ready to go into the dealership please feel free to give us a call at 877-426-5337 and we will be more than happy to re-open your case and assist you.
Thank you
End of Status Update
Begin Customer Message reviewed:
I was called by someone who works for you. They told me they were going to call me after they spoke with the dealer, because I need a loaner and my dealer does not offer one. I never got a call back telling me this was confirmed therefore I have not scheduled to drop my car off. Once you get a loaner scheduled I will drop my car off.
Please let me know when this is done.
End of Reviewed Customer message
Begin Customer Message reviewed:
Is there a way to make response time faster? You send a note, I reply and it takes 3 days to hear back. I have to imagine there is a more efficient means of communication.
End of Reviewed Customer message
CONTACT UPDATE - Customer was contacted on 12/16/2014.
Customer was provided with agent s extension: 40672.
Writer contacted DLR and verified with him that they were not going to give a rental or loaner to the customer. DLR last saw customer in 7/2014 where the vehicle was operating as designed.
Status update provided via email to the following email address:
[redacted]
Hello, This is Sarah from Chrysler customer care
I m contacting you in regards to you case. Due to not haveing an appointment set up for diganosis your case will be closed. when you have an appointment set up please give us a call at 877-426-5337 and we will be more than happy to assist you.
thank you for choosing Jeep.
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECT3 | EC[redacted] | ***Open Date*** | 12/11/2014 | ***Built Date*** | 01/11/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/20/2014 | ***Mileage*** | 2,028 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60457 | MIAMI LAKES DODGE CHRYSLER JEEP | | | |
| ***Dealer Address*** | 16600 NW 57TH AVE | | | | |
| ***Dealer City*** | MIAMI LAKES | ***Dealer State*** | FL | ***Dealer Zip*** | 33014 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | WESTON FL[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Other - Default | Customer states issue with front warning collision system. |

Briefly summarize why the customer is contacting Chrysler: Customer called stating that his vehicle has been at DLR 60457 for a few days for an issue with his front collision system.
Briefly summarize what the customer is expecting: Customer seeking to have issue resolved.
Agent contacted DLR 60457 and spoke with SA Alex who advised agent that they are working with STAR to find the issue and they are constantly working on the vehicle and have been for 4 days but are unable to locate the issue.
***REQUEST FOR SPECIAL HANDLING***
Reason for special handling request: DLR unable to find customer s concern.
Current location of the vehicle: DLR 60457
Date of last repair attempt: 12/11/14
Customer s preferred method of contact: phone
Customer phone number: [redacted]
Dealer code (if applicable): 60457
Dealer personnel involved (if applicable): SA Alex
Assigned case to 88F for Special Handling
* * * * * CASE MANAGER TEAM - District M * * * * * *
Writer is contacting dealer 60457 to speak to SM John, SM not available and writer left voicemail requesting any diagnosis information.
Customer is contacting Jeep for information about the progress of the case. Customer states that the vehicle has been at the DLR for about two weeks and the DLR is unaware what is causing the issue of the vehicle braking by itself.
Agent advised customer that writer does see that the DLR has reached out to our STAR team in regards to getting the issue resolved as soon as possible. Agent attempted to contact the CM directly but was unable to. Agent left a VM with case number customer name and contact number and requests to contact the customer. Agent advised customer that writer did leave a VM and will update the case. Agent offered to get customer over

to the CM VM but customer declined and wanted to speak to a CM directly. Agent contacted our CM department and spoke to CSR Claudia. Agent warm transferred the customer over to CRS Claudia for further assistance.
Mr. Naranjo called requesting to speak to his CM GS829, customer started that he is upset and wants to have his concern fixed once and for all. Writer apologized and advised also about the open recall and customer stated that it seems that no one is on the same page because he already advised us that the recall was done by the dealership. Writer transferred call to CM DJ474 for further assistance.
Customer contacted the writer. Customer stated that he is upset that his new vehicle is not repaired and broke on its own. Customer stated that he would like to know what to do next with the vehicle. Writer stated that he is not able to tell the customer what to do next but he would like to get more information from the dealership so he can provide a better answer.
Writer contacted 60457 - MIAMI LAKES DODGE CHRYSLER JEEP and left a message for SM John. Writer stated that CAC would like to discuss the vehicle and the STAR case that is open on it. Writer left a callback number and CM s and writer s extension.
Writer contacted 60457 - MIAMI LAKES DODGE CHRYSLER JEEP and left a message for SM John. Writer stated that CAC would like to discuss the vehicle and the STAR case that is open on it. Writer stated that CAC would like to know if the sensor has been replaced or if the concern has been duplicated. Writer left a callback number and CM s and writer s extension.
Writer contacted the customer. Writer stated that he was not able to get a hold of the dealership to get the needed information. Writer stated that CAC would look into the issues and contact the internal technician. Customer stated that he would like to know if the engineers have authorized the sensor to be replaced. Writer stated that if the vehicle s sensor is mounted properly and the wires are not the issue they do have authorization to replace the sensor. Customer stated that was okay and requested the CM s contact information. Writer provided CM s callback number and extension. Customer requested a call back today.
Writer is contacting dealer 60457 to speak to SM John. SM not available and writer left voicemail.
Writer is contacting customer at [redacted]. Customer not available and writer left voicemail that writer is waiting for information from the dealer and will make another attempt on 12/16.
Status update provided via email to the following email address:
[redacted]
This is Gail from Jeep customer care. I am waiting for information from the dealer and will be in contact with you as soon as I receive the information. Thank you for your understanding and for being part of the Jeep family.
End of Status Update
Writer is contacting dealer 60457 to speak to SM John, writer dialed SM s direct number. SM not available and writer was not able to leave a voicemail.
Writer is contacting dealer 60457 to speak to SM John. SM advised writer that they replaced the cruise control sensor located in front bumper. SM advised writer vehicle is done and the SW should have contacted customer on 12/18.
Writer also advised SM of Recall P64, SM advised they will perform the flash.
Writer is contacting customer at [redacted] customer not available and writer left voicemail. Next attempt on 12/23.
Writer is contacting customer at [redacted], customer not available and writer left voicemail advising next attempt on 12/30.
Writer is contacting customer at [redacted], customer not available and writer left voicemail advising customer to call writer if he still has questions or concerns otherwise case will close at end of business today.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECM4 | EC[redacted] | ***Open Date*** | 12/12/2014 | ***Built Date*** | 09/21/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 11/15/2013 | ***Mileage*** | 27,000 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 51483 | DIXIE MOTOR CO | | | |
| ***Dealer Address*** | HIGHWAY 64 BYPASS | | | | |
| ***Dealer City*** | WILLIAMSTON | ***Dealer State*** | NC | ***Dealer Zip*** | 27892 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | WINDSOR NC [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Other - Default | eye on front of vehicle is uncentered and goes out |

Status update provided via email to the following email address:
[redacted]
Here is the case number.
[redacted]0
End of Status Update
Briefly summarize why the customer is contacting Chrysler:
Customer Daniel is calling in and is upset and not happy with this vehicle.
Caller said he has been to the DLR for work many issues and we would have a has a history of that.
Caller said he bought the vehicle at East Carolina Chrysler Dodge Jeep as he could not get it at the Dixie DLR.
Caller is having a concern with the eye on the front of the vehicle and stated this has been replaced and the vehicle is still having concerns.
Customer stated that he has been loyal.
Caller said that he was shocked when he found out how much ($210.00) the oil changes cost for this vehicle.
Briefly summarize what the customer is expecting:
Customer would like to speak to a CM about his vehicle.

_
Caller said he has done a lot of business with the Dixie Motor Company and it is a closer DLR.
Agent advised the caller that he can go to any Chrysler certified DLR.
-
A12.58 mi
Dixie Motor Company
Highway 64 Bypass
Williamston, NC 27892
(252) 792-2154
-
Agent offered to set up an appointment and customer said he would.
Customer said he previously went to the DLR #43815

B39.14 mi
East Carolina Chrysler Jeep Dodge
3401 South Memorial Drive
Greenville, NC 27834
(252) 355-3333
-
Agent is sending this up to a CM as the customer would like to speak to a CM about his vehicle.
Customer is loyal and has had many vehicles.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred call back number is [redacted]5
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (No)
If a CDJ dealer has diagnosed, what is the dealer name or code?
Caller said he would be going to Dixie Motor Company DLR Code #51483
Reassigned to 88F
* * * * * * * * * * Case Management - District M * * * * * * * * * *
OOW: IN WARRANTY
MVP: OWNER CARE PREMIUM - 2 YEARS / 4 OIL CHANGES
Household: 4 NEW, 4 USED
Agent 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 provide or request the following information:
To ask first contact probing questions, receive expectations and gain some clarity on what issue the customer is experiencing.
Agent 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 provide or request the following information:
To gain clarity on customer s issue/evaluate how to best assist customer.
Agent 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 provide or request the following information:
establish first contact, gain clarity on customer s issue/evaluate how to best assist customer.
CONTACT UPDATE - Customer was contacted today at 1:51 PM.
Customer was provided with agent s extension: 40529.
Writer contacted customer. Customer states that initially her husband was upset over price of oil changes for diesel, but there are other issues as well. Customer states that a sensor in the front of the vehicle has been experienced a dysfunction and caused several electrical issues. Customer saw a warning light saying depth fluid was no good, customer paid to have it replaced but shortly after they had to pay to have it drained. Writer notified customer that she will send a documentation request to review this invoice for reimbursement. Customer states that passenger s side front window will not roll up all of the way but the dealership has not been able to fix the window. Customer notified writer that several flash updates were performed on her vehicle. Customer states that the issue with the sensor (eye) replaced on her vehicle initially due to the fact that they hit a baby deer. Customer states that before this incident the sensor did not function properly either. Customer states that she is experiencing electrical issues once again. Customer states that her forward collision warning has never worked properly. Customer states that she is irritated and feels as though the dealership has not done their part in fixing her issues. Customer states that driver s seat has two part memory for two people, customer states that there has been an issue with the seat not saving her husband s settings. Customer has not contacted dealership to notify them that they have experienced these issues. Writer inquired when customer will bring vehicle back to dealership. Customer advised writer that she will be out of town for the holidays and requested writer allow her extra time to schedule an appointment. Writer notified customer that she will contact her on 1/5 to verify whether she was able to get an appointment. Customer also requested writer send documentation request at this time as well. Writer agreed to do so. Customer thanked writer and call was ended.

Vehicle is at the dealership - EAST CAROLINA CHRYSLER-DODGE-JEEP (43815)
Update triggered by S08866M
Writer contacted dealership (East Carolina) at (252) 355-3333 and spoke with Service Manager Val. SM notified writer that the vehicle is being inspected and two RRT s as well as tow Software Flashes will be performed, SM states that the vehicle should be completed today. Writer inquired if the electrical issues mentioned by customer would be addressed. SM states that he was not aware of these issues. SM placed writer on hold and looked into issue further. SM came back on the line and notified writer that the customer has traded in the Jeep for a 2015 Dodge Durango. Writer thanked SM for the clarification and notified him that she will contact the customer to inquire if they will need assistance any longer.
Agent 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 provide or request the following information: Writer called to confirm lines 101-111.
Agent 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 provide or request the following information: To confirm lines 101-111.
Writer contacted customer. Writer verified that the customer traded in the Jeep for a Durango. Writer inquired if she had customer s permission to close case, customer stated that he is experiencing an issue with his check engine light illuminating on the Durango. Writer advised customer that the case that is open is pertaining to the Jeep, and a new case will need to be opened for the Durango, as the cases are VIN specific. Writer provided Dodge brand phone number (800) 423-6343. Writer invited customer to call us back if he has any future issues. Customer thanked writer and call was ended.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJG0 | EC5[redacted] | **Open Date** | 12/17/2014 | **Built Date** | 05/02/2014 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 09/05/2014 | **Mileage** | 2,607 | **Dealer Zone** | 51 | CHICAGO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 64685 | PISCHKE MOTORS INCORPORATED | | | |
| **Dealer Address** | 1460 WEST CITY HIGHWAY 16 | | | | |
| **Dealer City** | WEST SALEM | **Dealer State** | WI | **Dealer Zip** | 54669 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | LETTER |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | LA CROSSE WI 5[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Brakes - Unknown - Defective - Unknown | Brake Lamp |
| Referral - Top Care - Executive Team - Executive - Michael Manley | |

POSTMARK DATE: 121714; DATE RECEIVED: 121814
Top Care customer first contact was 12/18/14 at 09:56 by MFY
Top Care follow-up contact was 12/18/14 at 09:56 by MFY
Left message for the Customer with my direct line.
POSTMARK DATE: 121714; DATE RECEIVED: 121814
Customer called back and left me voice mail on my vacation day
Customer was contacted today and he says that the DP from facilities / PISCHKE MOTORS called him already and Ron Pischke is handling this issue already and provided him with a loaner car already, fixed and checked the heated seat for him and the speedometer and rest of gauges (& Cruise control) were all repaired. Customer wants the Front Collision Warning System tested still. Writer agreed contact Thomas shop foreman and have the FCW system further reviewed if owner would like to return to dealership (Owner questions Collision avoidance system); writer asks how does he know that the Collision Avoidance is not working? Writer explained that retail customers are not supposed to attempt to 'test' the system by driving irratic. Customer says both Tom (SM) and Ron (DP) felt that the Collision avoidance system was not operating right. Writer called SM who said that mainly the DP was working with the Customer in person and set up meetings etc. Tom stated he would attempt to bring owner back and and Writer agreed to further review his last issue by involving Engineering (TAPS ie). Customer stated his disinterest in going back to the dealer for this he said that he has already been involved in dealer visits too often. Writer offers a loaner car for owner use but he is very uninterested in another dealer visit. Writer advised unable to assist without dealership involvement.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM7 | EC[redacted] | **Open Date** | 12/18/2014 | **Built Date** | 12/11/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 01/02/2014 | **Mileage** | 18,085 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 26805 | SECOR CHRYSLER DODGE JEEP RAM | | | |
| **Dealer Address** | 409 BROAD ST | | | | |
| **Dealer City** | NEW LONDON | **Dealer State** | CT | **Dealer Zip** | 06320 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | GALES FERRY CT[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | Anti Collision is flashing BRAKE and sometimes engaging the brake |

Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Chrysler stating that he is having a concern with the Anti Collision in his vehicle.
Customer states that while he is driving the anti collision will flash BRAKE when there are no vehicle in his laneway or around him and the system has actually engaged the brakes twice when it was not needed and could have caused an accident.
Customer states that he has taken it into DC26805 SECOR CDJR and they are unable to find out what is wrong with it.
Customer states that since he has gotten the vehicle back it happened again.
Customer states that he has not contacted the dealer as of yet.
Briefly summarize what the customer is expecting:
Customer is expecting to have this concern documented and repaired.
Agent contacted SA Steve who stated that this is a very hard issue to actually diagnose.
Steve states that they are not pulling any codes so they contacted STAR.
STAR told them to disconnect the battery and to completely discharge on the capacitors.
STAR told them that this has worked with other complaints and if it does not then to let them know.
Steve states even if the vehicle is showing these symptoms and braking by itself they do not know what to fix because there are no codes.
Agent transferred the customer to the dealer to book an appointment.
Steve stated that he did not know what Chrysler wanted him to do and told the customer that he would be waiting for STAR contact again.
Customer advised a call back is required and will take place within one 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 [redacted]

Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) N/A
If a CDJ dealer has diagnosed, what is the dealer name or code? 26805 SECOR
Reassigned to 88F
Vehicle is at the dealership - SECOR CHRYSLER DODGE JEEP RAM (26805)
Update triggered by S18217E
* * * * * CASE MANAGER TEAM - District T * * * * * *
OOW: NO
MVP: NO
Household: 1 NEW/ 0 USED
Writer called DLR to get information about the customer s vehicle, but writer only gets a busy signal.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40596. The reason for the customer contact was to provide or request the following information:
Writer called customer to get their expectations and any other concerns that they may have. Writer gave contact information to customer.
Customer called writer back. Writer had asked customer what their expectations where if there was any other concerns. Customer stated that all he wants is his vehicle fixed in a decent amount of time. Writer stated that we are here to help make sure the vehicles repaired to his satisfaction. Customer stated that the vehicle had already gotten a diagnosis. Customer had stated he had taken the vehicle in again, today. The DLR had taken another diagnosis and did some tests, then sent it up to STAR. Customer had stated that he is waiting on a call from the DLR about his results. Writer stated that we could give the DLR a call on 12/23 to see if they have an update and then give the customer a call on 12/23 to follow up with him.
Writer called SM Pete. Writer called and asked the following: updated mileage, and the diagnosis. Updated mileage **1885**. The diagnosis was the forward facing camera was not working properly, so the SM ordered a new part. However, it is on back order. SM stated that it should get here sometime this week. SM will follow up with customer to inform them when they have the part.
Updated mileage **18085**.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40596. The reason for the customer contact was to provide or request the following information:
Writer called customer. Writer called to inform customer of the information we have regarding his vehicle, and to ask question: is the issue with the forward facing camera, or is it the Anti-Collision flashes when you BRAKE?. Left call back number.
CONTACT UPDATE - Customer was contacted today at fill in the timeÙ. Customer was provided with agent s extension: XXXXXÙ.
Writer called SM Steve to see if they had received the part. SM stated that yes they do have the part; they are just waiting for the customer to bring the vehicle in to repair it.
Writer called customer. Writer informed customer that the part for the vehicle had come and they are just waiting for the customer to bring the vehicle in. customer had stated that he has an appointment on 01/02 to get that resolved. Customer also stated that the vehicle has another issue that he is concerned with. The engine died for a few seconds on the high way. Customer stated that the throttle is the issue, but when the customer took it in to get it looked at, the SM stated that there were no codes that came up. Customer is going to bring up the issue with the SM again on 01/02. Writer will follow up with customer and DLR on 01/02.
Writer called Service. Writer spoke to parts manager Mat. Mat had stated that no he has not been in as of yet today. The last time he was in was on 12/31. Writer thanked Mat for his assistance.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40596. The reason for the customer contact was to provide or request the following information:
Writer called customer to find out when he is going to take his vehicle in today for the appointment. Writer stated that we had called the DLR today but they had stated that he has not came in as of today. Writer

left call back number and ext. writer will call customer no later than 01/05 for an update. If customer has not brought the vehicle in, then we are going to close the case due to no diagnosis.
Writer called sm to get an update on the customers vehicle. Sm stated that he had come in on 01-02 for the parts to be put in and then took the vehicle home. The process was a 1 day thing. Sm stated that he has not heard back from the customer so they are hoping that everything went well. Writer thanked sm for his time.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40596. The reason for the customer contact was to provide or request the following information:
Writer called customer to get an update on the vehicle and the repairs. Writer stated that if we do not hear from the customer by 01-08, then we assume that the repairs where repaired to his satisfaction. However; we are more than willing to re-open the case if he has any other concerns with his vehicle and/or the repairs that where done.
Was the customer in a rental? yes, 1 day
Did the customer have a co-pay? no
What is the RO #? 1[redacted]
Does the SM have the CAIR #? no,SM declined
Review and Confirm the DM Notes with the SM while on the phone. yes
Does the SM have everything needed from Customer Care to process the claim? yes
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer called in to speak to the CM

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT6 | EC[redacted] | ***Open Date*** | 12/30/2014 | ***Built D te*** | 02/08/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/01/2013 | ***Mileage*** | 15,000 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60446 | CHRYSLER JEEP DODGE RAM OF TAMPA | | | |
| ***Dealer Address*** | 10909 N FLORIDA AVE | | | | |
| ***Dealer City*** | TAMPA | ***Dealer State*** | F | ***D aler Zip*** | 33612 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | TEMPLE TERRACE FL [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - Default - Default - Default | |
| Product - Engine - Unknown - Other - Default | |

Opened new CAIR to further assist customer.
12/29/2014 5:20:01 PM: User Comment by Sharon Morton: ***Customer called LVM requesting a return phone call.
***Called customer and he stated that the vehicle went back in for service, he stated that the navigation system had to be replaced and the CE light is on. The customer stated that he will take the vehicle in to the CJDR of Tampa Bay located on Florida Ave. I advised the customer that I will send a request to have his case reopened.
***Called North Tampa (60446) spoke with SA Mike to verify if the customer had an appointment scheduled. The SA confirmed that the customer did not have an appointment as of yet. I thanked the customer and ended the call.
***Called the customer and advised him that his case has been reopened. The customer stated that he will be taking the vehicle into a dealership in TN, before he leaves to make sure that there is nothing major wrong with the vehicle since the CE light is on. He stated that they will be leaving FL on Friday going home and once he gets there he will give me a call and take his vehicle into the North Tampa (60446) we spoke about. I advised the customer that I am out of the office on Thursday and Friday in honor of the New Year holiday but will return on Monday 1/5 the customer stated that he will give me a call. I thanked him and wished him a safe travel home.
***Follow up with the customer 1/6/15
***Called North Tampa (60446) spoke with SA Justin and advised that I was calling to verify if the customer brought his vehicle in for service and the SA stated that he does not show the vehicle is in for service. I thanked him and ended the call.
***Called the customer unable to lvm due to vm has not been set up yet [redacted] unable to lvm due to vm not set up.

***Follow up with the customer 1/9
***Customer returned my call and stated that he has been attempting to get the vehicle in for service and has made several calls to North Tampa (60446) and always being told that they will call him back. The customer stated that he took his vehicle to a Kia dealership before driving home just to make sure because the CE light is on and he did not want to get on the road and return home with his family and something happens or they break down on the side of the road. The customer stated that he first took his vehicle into a Chrysler dealership and was basically told that they were too busy and to go somewhere else. This is the reason he ended up at the Kia dealer. He stated that the Kia dealer found the problem within 2 minutes, he stated that since he has been back home he has called North Tampa and is still waiting on a return phone call so that he can take the vehicle in for service. The customer stated that he did not want me to intervene yet and that he would call me on tomorrow 1/7 and let me know what he found out. I agreed, thanked him and ended the call.
***Follow up with the customer and dealership 1/7
****Correction
****follow up with the customer 1/8
***Customer called LVM requested a return phone call
***Called the customer and he stated that he is taking the vehicle back in for service on Saturday but the dealership can t get to him until Monday 1/12. The customer stated that he is very upset because the dealership has known for two weeks that they were going to bring the vehicle back in and now they are telling him it will be Monday. The customer states that he is just annoyed with this dealership. I apologized to the customer and advised that we will have to just wait and see if they get the vehicle repaired. The customer stated that the key fob batteries were either changed or the keys were switched out. But the 911 app continues to tell him to take the vehicle in for service, and on top of that he has had to take the vehicle back and forth to the dealership and he has no faith in this dealership. I again apologized for the inconvenience. The customer stated that he will contact me again on Monday or Tuesday 1/12 or 1/13 he thanked me and ended the call.
****Follow up with the customer and dealership 1/13
Vehicle is at the dealership - CHRYSLER JEEP DODGE RAM OF TAMPA (60446)
Update triggered by S20553B
***Called North Tampa (60446) spoke with SA Chris and he advised that the vehicle came in and he is going to drive the vehicle home tonight to see if he can duplicate the issue with the navigation system and the adaptive cruise. He stated that the wiring harness is on back order and he doesn t have an eta for it. The SA stated that they have order parts for the vehicle but have not received them all, he stated that the key fob he has been unable to duplicate and the 911 assist issue they have opened a STAR case on this issue. I asked if he had the part and order# so that I may attempt to expedite the part. The SA stated he did not have that information in front of him. I advised that the parts department should have it and if he could transfer me I could get it from them. The SA agreed, I thanked him for his assistance and was transferred to the parts department. Spoke with Parts Rep. Kerry and he provided me with the part# 68222849AB he stated that he did not have the order# because the Service Director put in a special handling request. I thanked him for the feedback and ended the call.
***Called the customer LVM advising that I did speak with SA Chris and advised of the conversation I had with him. I requested a return phone call.
***follow up with the customer 1/21
Customer LVM requesting return call at [redacted].
***Called North Tampa (60446) spoke with SA Chris and he advised that the customer has his vehicle and they were unable to duplicate the customers concerns. The wiring harness is still on back order for the adaptive cruise control. The SA provided me with the RO history I thanked him and ended the call.
***Called the customer and spoke with Ms. Cook she stated that the vehicle is still experiencing the adaptive cruise control turning off and the phone continues to come on and they are not attempting to use it. I

advised that I will check to see when the wiring harness for the adaptive cruise control is expected to come in and see if I can have it expedited. She stated that the dealership advised them to bring the vehicle in when they experience the issues however, it was 8 pm when they were driving about 15 minutes from one point to another and the dealership was closed. I advised her to have her husband give me a call, she stated that she will pass on the message. I thanked her and ended the call.
***Called North Tampa (60446) spoke with parts rep. Kerry and asked if he would provide me with the part and order # for the customer. The rep. provided me with order and part number for expediting. I thanked him and ended the call.
***Sent request for part to be expedited.
***Follow up with the customer 1/23
Reassigned CAIR to FO507 for Parts Expediting:
**Parts to be Expedited**
1. Part Number: 68222849AB
2. Order Number: [redacted]
3. CAIR#: 2[redacted]
4. Special Handling # or VOR# if applicable: n/a
5. Is the vehicle currently off road? No
5a. If so, since what date?
7. Is Customer currently in rental? Yes
8. Has any goodwill been offered? Yes
9. Provide any details with regard to the case that are relevant: Please expedite Wiring Harness for Adaptive Cruise Control
** SM1793 to follow-up with customer on 1/23 regarding Parts status
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68222849AB,Order#[redacted],OMC#90862716
on 2015-01-20 @ 14:36
***Customer called LVM requesting a return phone call
***Called the customer LVM acknowledging his call and advised that I was returning his call and requested a return phone call.
***Follow up with the customer 1/23
***Called the customer and he advised that he is really annoyed with this issue. He stated that the dealership kept the vehicle for 4 to 5 days and did nothing. He stated that the time is still off on the vehicle and the navigation is still off and it seems as though the dealership is not addressing his concern. He stated that their solution would be to set the hard time. The customer stated that he would just like the issue fixed and stated that if he doesn t want to trade the vehicle. But, he just wants the vehicle repaired, the customer stated that he has better things to do than run back and forth to the dealership and he feels like he is just being blown off. The customer stated that he has put a complaint in for the previous dealership in TN and he is not attempting to cause any problems he just wants the vehicle repaired. The customer stated that maybe we can look at a $0 deductible Lifetime Max Care once this is completed so that he doesn t have to keep paying $100 for each visit if this keeps happening. I advised the customer that we will see what happens but let s focus on getting the vehicle repaired. The customer agreed. I advised that I am not sure when the part will arrive but once it comes in then we can get our tech specialist involved and hopefully address all of his concerns once and for all. I advised the customer that I will speak with him again on 1/23 the customer agreed.
***Follow up with the customer and dealership 1/23
**********96W PARTS UPDATE**********
Part is in transit to MOPAR depot
**********END OF UPDATE**********
****** START OF SUPPORT ESCALATION by T9693M0******
**** Update from Expediting Team for ****
Part#68222849AB,Order#$[redacted],OMC#90918591
Per CAIR policy order has been upgraded to a VOR. Force filled to 9308.
ETA week of 01/29.
****** END OF SUPPORT ESCALATION ****** by T9693M0
OMC# 90918591Order# $[redacted] FOR PN: 68222849AB IS RESOLVED
1/26/2015 1:29:10 PM: User Comment by OC163: Called Justin from 60446

North Tampa Chrysler Jeep Dodge, Inc. and he transferred me to parts department to check on status of parts. No ETA on backorder parts, called customer to update on status and advised his CM would contact him once confirmation of parts is received.
---
**********96W PARTS UPDATE**********
Part is at dealer
Delivered On:
Monday, 01/26/2015 at 11:55 A.M.
Left At:
Dock
Signed By:
TURCHELL
**********END OF UPDATE**********
***Called North Tampa (60446) spoke with SA Robbie; he stated that they are still waiting on the wiring harness. I thanked him for the feedback and ended the call.
***Called customer LVM advising that the dealership is still waiting on parts. I advised that the eta is 1/29 and I will contact him again on 2/2.
***follow up with the customer and dealership 2/3
>Called dealer 60446 to get an update on the customer s vehicle but the Service Department is closed for the day. LVM requesting a return call with an update on the customer s vehicle.
**Follow up 2/9**
***Customer called LVM requesting a return phone call.
***Called North Tampa (60446) Left message with Justin to have the SA Christopher Duncan to return my call.
***Called the customer and advised that I left a message for the SA and I am waiting on his feedback. I advised the customer that I wanted to call and acknowledge that I got his messages and just wanted to touch base with him. The customer stated that he thought that when a part is expedited he didn t think it would take 3 weeks. I apologized to the customer and advised that once I have spoken with the SA I will give him a call back. The customer stated that the clock is now 45 minutes off now, I advised that I will speak with the SA and return the call. The customer agreed.
**follow up with the customer and dealership 2/10
***Called North Tampa (60446) spoke with SA Jason and he stated that the SA Christopher was not available. I asked to be transferred to parts in order to verify if the part is available. Spoke with SA Frank in the parts department and he confirmed that the part has been in since 1/26. I thanked him for his assistance and ended the call. Called the dealership again and spoke with SA Rob and advised him that I have confirmed that the part has been in since 1/26 and that I would like to get the customer in and get his repairs completed. I also advised that the customer stated that his clock is now off by 45 minutes. The SA stated that he will get with SA Chris and see when they can get the customer in to complete the repairs. I thanked him for his time and ended the call.
***Called the customer and advised the customer of my conversation with the SA Rob and that they will be calling him to schedule an appointment for him to bring the vehicle in to complete the repairs. I advised the customer that I will speak with him again on Friday 2/13 the customer stated, sounds good. The customer also provided me with his new address and the BNC, I advised the customer that I will update his case. Thanked him for his time and ended the call.
***Follow up with the customer and dealership 2/13
***Called the customer and advised the customer of my conversation with the SA Rob and that they will be calling him to schedule an appointment for him to bring the vehicle in to complete the repairs. I advised the customer that I will speak with him again on Friday 2/13 the customer stated, sounds good. The customer also provided me with his new address and the BNC, I advised the customer that I will update his case. Thanked him for his time and ended the call.
***Follow up with the customer and dealership 2/13

***Please disregard lines 221-227 entered in error.
***Called North Tampa (60446) SA Mike and advised that I was following up to see if a customer brought his vehicle in for service. The SA stated that the service writer that was handling this case is not in today but it doesn t look as though the vehicle has been brought in for service. I thanked him for the feedback and ended the call.
***Called the customer and asked if he heard from the dealership he stated that he heard nothing. He stated that maybe we should contact the AM or GM because he has done this before because of no one contacting him regarding his repairs. I advised the customer that I will contact the dealership on Monday 2/16 and see why the appointment was not scheduled. I also advised the customer that in the defense of the dealership sometimes that have to schedule according to the extent of the repairs (i.e transmission, or engine repairs) I advised due to their space is limited, but I will contact him again on Monday after I have spoken with the dealership to determine how we can move forward to resolve this issues. The customer agreed. I wished him a Happy Valentines day and ended the call.
***follow up with the customer and dealership 2/16
***Called North Tampa (60446) spoke with SA Chris he stated that the customer can bring the vehicle in as soon as possible and he can get the parts on. I thanked the SA for his assistance and ended the call.
***Called the customer LVM advising that I was calling to let him know that I did spoke with the dealership and advised that he may take the vehicle in for the part to be placed on the vehicle. I advised that if he has any questions he may contact me.
***Follow up with the customer and dealership 2/18
Vehicle is at the dealership - CHRYSLER JEEP DODGE RAM OF TAMPA (60446)
Update triggered by S20553B
***Called the customer and advised that I have confirmed that the vehicle is in for service, the customer stated that he told them that the clock was off by 45 minutes and he suggest that they keep the vehicle until they can figure it out. I advised the customer that I will contact the dealership and speak with him again on Friday 2/20 the customer agreed.
***Follow up with the customer 2/20
OMC# 90918591Order# [redacted] FOR PN: 68222849AB IS RESOLVED
***Called the customer and asked if he has a moment. the customer stated that it is a waste of time to continue to take the vehicle back and forth to the dealership. The customer stated that the dealership left his vehicle dirty. He stated that he really is fed up with this process. He stated that he has back surgery Tuesday 2/21 and won t be able to continue to take the vehicle back and forth. I advised that there is a part order and I will contact the dealership to see if it is the radio and if so we will schedule an appointment to get him in for service. I advised otherwise we can take the vehicle in for service to another dealership. The customer stated that he would like to know if he can get an $0 deductible on his lifetime warranty since they are still continuing to have so many problems. He stated that he doesn t want any more money but it would be helpful to know that every time they have to take the vehicle in for service they don t have to come out of pocket. I advised the customer that would be something that he would need to discuss with the dealership or with the warranty department; I would not be able to assist with that. I advised the customer that so far I have exhausted all compensation that I would be able to offer outside of assisting with the repair. I advised the customer that I will speak with him again on Tuesday 2/24 the customer agreed.
***Follow up with the customer 2/24
Customer called in and is not happy with agent that is on customer case.
Customer states that nothing is being done with customer vehicle and customer would like resolution.
Agent advised that all would be documented.
Customer states that customer is not asking for large sum of money, customer would just like vehicle fixed.
Agent advised that all concerns would be documented.
Agent transferred customer over to SM1793 department.
***Returned customer s call and wife answered,stating that the customer

had surgery and is resting right now. I asked her to let him know that I returned his call.
***follow up with the customer 3/3
Customer states that he is very upset with SM1793. Customer is requesting to speak to her supervisor. Agent advised customer that because it is a different department we do not have control over speaking to case manager. Customer was inquiring about paying the service contract $100 deductible and agent advised customer that he would have pay the deductible. Customer was given the I2R phone number and advised that they would be better suited to assist him.
Customer is calling in regards to filing a complaint on the dealer. Jeep has been at the dealer since October and every time he is advised a call will take place, the call never has taken place. Customer states that the service at the dealer is inconvenient. Customer would like the matter resolved as soon as possible. Customer isn t looking for a CM callback but a Principal or owner of the dealer to contact him. Agent advised this will be documented for the CM.
Customer calling in regards to wanting a call from SM1793 s supervisor. Customer claims he had requested that action on 2/26/15. Customer feels as though he is getting a runaround when he just wants his vehicle fixed, he is not looking for money. Customer says that the issue is the DLR 60446 can t duplicate the issue and he says that they have. He seems very frustrated and agent expressed that there is not much agent can do but relay this message to SM1793, because agent doesn t not know enough about case nor does agent have enough authority to make these future decisions.
Customer s preferred callback number: 8[redacted]
***SA Jennifer Bose with North Tampa (60446) LVM requesting a return phone call regarding the customer
***Called SA Jennifer with North Tampa (60446) she expressed her concern that the customer is continuing to come into the service department complaining of an issue with his clock being off and they have been UTD the concern. She stated that the customer would like his radio replaced and she advised that this is something that has to be authorized and the dealership can t just replace a radio. The SA stated that they did some updates on his last visit and the customer continues to belittle them and they have had it with him. She stated that she would like for the customer to go to another dealership for service. I advised that I will contact the customer and find out what his concerns are and see how I may be able to further assist him. The SA requested that I return the phone call when I have spoken with the customer. I advised that I will let her know.
Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler because no one has contacted him back yet in regards to his case. Customer is looking to speak with SM1793 S supervisor. Agent was trying to find a way to get the customer in touch with someone but the customer had another phone call come through and had to disconnect.
Briefly summarize what the customer is expecting: customer is expecting to find out who they are needing to speak with right now.
***Customer called LVM requested a return call.
***Called the customer and he stated that he is fed up with this process and wants to speak with a supervisor. I advised the customer that the same information that my supervisor is going to provide him I have the same authority to provide. The customer stated that his clock is still not repaired, he stated that the dealership would need to take the vehicle and keep if for 4-5 days to duplicate it. The customer stated that he took the vehicle in for service and advised them that the clock was off by 36 minutes and the SA Chris was able to duplicate the concern and they have not done anything about it. I ask the customer how was the dealership able to duplicate the concern as soon as he took the vehicle in for service if he stated that it takes at least 4 to 5 days to duplicate, the customer stated that he was being sarcastic when he stated that but 1-2 business days and the clock will duplicate. The customer stated that he has been dealing with this for 6 months, since Oct. I advised the customer that when I received his case there was no mention of the clock being a problem and we resolved all of his concerns at that time. The customer stated that he would like to speak with a supervisor;

I advised that I can assist, he stated that he wanted to know who will hold the dealership accountable. I advised the customer that my priority is to repair the vehicle; the customer stated which has not been done. I advised the customer to take the vehicle to a different dealership and the customer declined, and requested to speak with a supervisor. I advised that I will forward his request and he should receive a call within 24-48 hours. The customer thanked me and ended the call.
***Called SA Jennifer with North Tampa (60446) and advised her of my conversation with the customer and she stated that the customer will twist and turn your words around and doesn t remember what he has said. She stated that she will be talking with the owners of the dealership so that the customer will not be able to continue to come in and waist her SA s time with his concerns that are not founded. She stated that she may have the owner give me a call if he has additional questions. I advised that would be fine.
***Follow up with the customer 3/4
Customer called back stating he was contacted by his CM and was advised DLR refuses to work with him regarding his concerns.
Customer states he is not satisfied with the fact the DLR is advising they cannot duplicate the concerns but Customer states this is not true.
Agent advised Customer his case is being handled by the resolutions department and all we can do is document his concerns and transfer him to his CM.
Agent contacted the Resolutions Department and transferred the call.
Escalation call:
-
Called customer LVM advised their call was escalated to me by the CM per their request. Customer states the dealership has not been helpful because they are not able to duplicate his clock being off by 45 minutes. Customer states he does not believe the SA Chris is telling the truth because he saw the clock was off. Customer states he is taking his vehicle Monday 03/09 at Courtesy Chrysler Jeep Dodge #45399. Customer stated that the dealership North Tampa Chrysler Jeep Dodge, Inc. #60446 stated that Chrysler advised the dealership that this customer was not allowed to bring his vehicle back to this dealership again. Advised the customer that we would not advise a dealership not to allow a customer in their dealership because the dealerships are independently owned. Customer stated that he is not looking for more money because he did receive Cash & Keep of $5,000.00, he would just like the clock in his vehicle repaired. Customer states he has an unlimited MVPP with $100.00 deductible and would like the same MVPP with a $0.00 deductible. Advised I will speak with his CM about this and if it is possible she will look into it. Customer also asked why Chrysler does not replace the whole radio. Advised customer since he is taking his vehicle for a second opinion to Courtesy Chrysler Jeep Dodge #45399 on Monday 03/09, suggested we wait until his CM SM1793 follow up with him and with them for the diagnosis. Customer agreed.
Vehicle is at the dealership - COURTESY CHRYSLER-JEEP-DODGE (45399)
Update triggered by S65438F
***Called Courtesy (45399) spoke with SM Rick, he stated that so far they have not been able to duplicate the customer s concern. He stated that he did witness the 911 light flashing when the customer brought the vehicle in but when he turned the vehicle off and back on the 911 indicator did not come back on. He stated that the SA will take the headliner down and make sure that there are no wires crossed. He stated that they have manually set the time and it is maintaining the time over a 24 hour period. The SM stated that they will exhaust all efforts before giving the vehicle back to the customer. I thanked the SM for the feedback and ended the call.
***Called the customer and advised of the conversation with the SM Rick. The customer stated that he spoke with them and advised them to keep the vehicle for as long as necessary in order to duplicate the concern. He stated that he does not want them to not fix the problem and give it back because he will continue to take the vehicle back and forth and he doesn t want to do that. The customer stated that he is to a point to where he has had it with this vehicle. I advised the customer that the

dealership is attempting to exhaust every effort to have the vehicle repaired. I advised that he may have his vehicle back by tomorrow 3/11 and we will speak again on 3/12 the customer agreed. I thanked him for his time and ended the call.
***Follow up with the customer and dealership 3/12
***Called SM Rick with Courtesy (45399) asked about the status of the customer s vehicle. He stated that if he is not mistaken his crew is in contact with Chrysler to replace the whole unit. He stated that the tech will replace the radio and the BCM which is connected to the 911 module somehow. He stated that he advised the tech not to release the vehicle until all concerns have been addressed. The SM advised to call him on Monday 3/16. I thanked him and ended the call.
**Called the customer and advised him of my conversation with the SM, the customer was very pleased with the news. The customer stated that the dealership found the concern in 2 days when the previous dealership could not find in 6 months. I advised the customer that I am to contact the SM on Monday and I will speak with him on Monday as well, the customer agreed.
***follow up with the dealership and customer 3/16
***Called Courtesy (45399) LVM for SM Rick to return my call regarding the customer
***Called the customer and advised that I LVM for SM Rick to return my call regarding the vehicle. He stated that he LVM for the SA Rick as well and hasn t heard from him. The customer stated that he was just touching base with the SM to see how much longer it will be. I advised that if I hear from the SM anytime today I will give him a call; otherwise we will speak again on Wednesday 3/18 the customer agreed.
***Follow up with the customer 3/18
***Service writer Jennifer with North Tampa (60446) called and asked if the customer s concerns have been address by a different dealership. I advised that Courtesy (42399) verified the customer concerns and have decided to replace the radio and the BCM which is connected to the 911 module. The SW thanked me for the information and ended the call.
3/20/2015 5:12:52 PM: User Comment by OC163: Called 45399 Courtesy Chrysler-Jeep-Dodge and spoke with Rick, updated all RO information. Customer will test his vehicle and I will follow up with him on Tuesday.
I advised customer I would review his case for compensation to determine how we can help him. Customer is looking for a service contract with no deductible. I advised customer I would review both cases he has had with us to determine how I can compensate him and call him next week.
---
Customer left message requesting return call. Forwarded to case manager for follow up.
Customer is contacting Chrysler because he would like to speak to his case manager. Customer states that the DLR has turned him away, and he is not sure what the next step will be. Agent transferred customer over to the resolution team.
Customer is expecting their case manager to contact them ASAP. Agent advised the customer that the number they were given is the best way to reach their case manager - as well, agent advised the customer that the last agent has sent a request for a case manager callback in regards to the customer s case. Customer understood - will wait for the case manager callback.
Customer left message requesting return call. Forwarded to case manager for follow up.
Advised customer that rental is $35/day in a CDJ product and does not include gas allowance or insurance, navigation, etc.
3/24/2015 6:25:35 PM: User Comment by OC163: Called customer back to confirm repairs and customer stated all issues have progressed that were previously fixed. Navigation got him lost on his trip to FL, and the time is incorrect, 911 system goes to the red light and the adaptive cruise controls shut off. Customer previously received a $5,000.00 cash settlement before. I advised customer I would have to contact the dealership to confirm previous repairs. In addition customer would need to have an appointment set up for anything as early as 10:00 AM and after on any day. Dealership of choice is 45399 Courtesy Chrysler-Jeep-Dodge

and as an FYI current address on file is incorrect and will be updated as well. Rental authorization has been updated.
**Called Courtesy Chrysler-Jeep-Dodge (45399) LVM on General Appointment VM stating VIN and requesting SM to call me back ASAP
**Called customer [redacted] to inquire if he is still experiencing concerns
**Customer stated yes he is experiencing 1) GPS will show the vehicle is at the correct destination, but the customer is on a side street 5 miles away 2) Clock will not keep time 3) 911 system light comes on
**Advised customer I will set an appointment for him (per lines 491-492) with a rental and
we ll get this escalated to a tech specialist, who will exchange data via the phone with the dealership and make recommendations so we can get this resolved
**Follow up with dealer and customer 3/30/15
**Called Courtesy Chrysler-Jeep-Dodge (45399) who set appointment for 4/8/15 at 8:30AM with a rental.
**Called customer to advise of appointment and he refused as it is too far out and stated he wants to go to ULM CDJ on Dale Mabry Hwy in Tampa - zip 33607 813-872-6645.
**Advised customer I will contact the dealer and set appointment
**Follow up 3/31/15
**Called Jerry Ulm Dodge Chrysler Jeep (43654) 5 times and nobody answers to set appointment.
**Called back, asked for name of GM - was transferred to Mike Martinez - LVM requesting a return call.
**SM Mike called back and set appointment for 4/1/15 with a rental at 11:00AM.
**SM Mike agreed to open a STAR case.
**Called customer [redacted] to advise of appointment.
**Follow up 4/1 to update rental and get RO information.
**Called Jerry Ulm Dodge Chrysler Jeep (43654) and service is closed
**Follow up 4/3
**Called Jerry Ulm Dodge Chrysler Jeep (43654) spoke to Kayla in service but has no information on the vehicle
**Called customer [redacted] who stated the vehicle has been at 43654 since 4/1 and SA is Lucy Zullo and there is a Radio is on order.
**Customer stated the rental has a mileage limit of 150/day.
**Advised customer I will contact the dealer to get the status of the vehicle and look into the mileage limit
**Called Jerry Ulm Dodge Chrysler Jeep (43654), LVM for SA Lucy and SM Mike (who are both out today) requesting a STAR case be opened and a return call.
**Follow up with dealer 4/7 - get STAR case opened
**Follow up with customer 4/9
**SA Angie with dealer (43654) who stated the radio fixed 4 of customer concerns and all is performing as designed and vehicle is ready
**Called SA Angie back (ext 246) LVM requesting a return call with RO information
**Called customer [redacted] who said they have not had a chance to drive the vehicle, but the key fob and adaptive cruise concerns could not be duplicated
**Stated the adaptive cruise will shut off and display ACC/Forward Collision Warning
**Advised customer that I will give him a chance to drive the vehicle and will follow up 4/13 to verify the vehicle is repaired
Customer left message requesting return call. Forwarded to case manager for follow up.
**Called customer [redacted] who said vehicle is repaired
**Customer is requesting to replace his Lifetime Max Care MVPP $100.00 deductible with a Lifetime Max Care MVPP $0 deductible
**Advised customer we will consider his request as we have already provided a $5000.00 Cash Settlement follow up 4/17
4/22/2015 4:38:16 PM: User Comment by OC163: Called customer back to discuss his offer, customer already has the Lifetime Max Care MVPP with 100.00 deductible and was already given a $5,000.00 cash and keep.

Customer has already received 10% cost of the vehicle. Per JV1002 we can only offer an additional $1,500.00. Will follow up with customer tomorrow to present new offer.
4/24/2015 4:11:19 PM: User Comment by OC163: Called customer back to present new offer of $1,500.00. Customer was insisting we should either replace his vehicle or provide him with the zero deductible service contract. Customer was being very difficult and requested we send him an offer letter and arbitration information via e-mail. Customer feels we should be able to meet his demands of swapping out his current lifetime Max service contract to the zero deductible. We have already provided customer with $5,000.00 on previous case. I have sent customer an offer letter and will follow up on Thursday per his request.
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4/30/2015 11:19:00 AM: User Comment by OC163: Called customer back in regards to his request for CRO and arbitration number. Customer stated he would go to the BBB but has agreed to return the signed offer letter by no later than 5/8/15. Customer stated he attempted to cancel his current service contract but would have to come out of pocket an additional $500.00. I advised customer we would not be able to increase his offer above $1,500.00 and customer understood.
Closing due to waiting on acceptance for 20 days. Will open again if documents received.
5/4/2015 6:48:58 PM: User Comment by OC163: Offer letter received and signed, set up follow up to process check.
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****** Below Customer Contacted for Documentation Request ******
Ocantu@impartialservices.com on 2015-05-05 @ 19:16
***** Customer Document Received *****
Writer is suggesting Cash Settlement as a goodwill gesture for customer satisfaction.
Customer s proof of payment attached to CAIR (Y/N): N/A, Cash & Keep
Mileage: 22,256
Date of repair(s): 4/8/15
Additional pertinent information: Offered cash and keep payment of $1,500.00 for 4 repairs on Electrical, vehicle down 24 days. Offer approved by JV1002.
Writer is submitting check for approval in the amount of: $1,500.00
CNA flag (Y/N): Y
If yes, reason for CNA flag: Check to be mailed to vehicle owner at 440 Dunaway Dr Valrico, FL 33594
Assigned CAIR to 91D for check processing.
Check approved.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT5 | FC6[redacted] | ***Open Date*** | 2/31/2014 | ***Built Date*** | 08/18/2014 | |
| ***Model Year*** | 2015 | ***Body*** | WKJS74 | EEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 10/24/2014 | ***Mileage*** | 2,800 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60459 | PUENTE HILLS CHRYSLER DODGE JEEP | | | |
| ***Dealer Address*** | 17280 GALE AVE | | | | |
| ***Dealer City*** | CITY OF INDUSTRY | ***Dealer State*** | CA | ***Dealer Zip*** | 91748 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | LA QUINTA CA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Other - Default | Forward collision warning not working |
| Corporate - Technical Assistance - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because the forward collision warning system does not work. Customer states that when he comes close to something while driving, there is no audible noise. Customer also states that there are no buttons for the front collision warning. Customer would like to know if this system is on his vehicle. Agent advised customer that it is showing in the sales codes.
Customer would like to know if there are any buttons on the instrument panel, and would like to know if his vehicle is actually equipped.
Customer states that he has been in contact with his DLR, but they did not know anything about the feature.
Agent advised customer that the case will be escalated for more technical assistance on the forward collision warning.
Briefly summarize what the customer is expecting: Customer is expecting to find out if his vehicle is actually equipped with forward collision warning, and the customer would like to know how to use it.
Customer called back to see if there is an answer yet on this issue.
Agent advised customer that she could see that he had the 'rear' portion but customer states that he needs the front which was suppose to be included in the package.
Customer was hoping someone would call him back at [redacted]5
1/15/15 Our records indicate this vehicle was equipped from the factory with the following:
LSR Forward Collision Warning Plus
***
The customer should refer to the Owner s Manual for detailed information about their vehicle. The Owner s Manual can be viewed online at:
www.jeep.com/en/owners/manuals/

The following information was obtained from the Owner s Manual:
FORWARD COLLISION WARNING (FCW) WITH MITIGATION IF EQUIPPED
Forward Collision Warning (FCW) With Mitigation Operation
The Forward Collision Warning (FCW) system with mitigation provides the driver with audible warnings, visual warnings (within the DID), and may apply a brake jerk to warn the driver when it detects a potential frontal collision. The warnings and limited braking are intended to provide the driver with enough time to react, avoid or mitigate the potential collision.
NOTE: FCW monitors the information from the forward looking sensors as well as the Electronic Brake Controller (EBC), to calculate the probability of a forward collision. When the system determines that a forward collision is probable, the driver will be provided with audible and visual warnings and may provide a brake jerk warning. If the driver does not take action based upon these progressive warnings, then the system will provide a limited level of active braking to help slow the vehicle and mitigate the potential forward collision. If the driver reacts to the warnings by braking and the system determines that the driver intends to avoid the collision by braking but has not applied sufficient brake force, the system will compensate and provide additional brake force as required.
When the system determines a collision with the vehicle in front of you is no longer probable, the warning message will be deactivated.
NOTE:
The minimum speed for FCW activation is 5 mph (8 km/h).
The FCW alerts may be triggered on objects other than vehicles such as guard rails or sign posts based on the course prediction. This is expected and is a part of normal FCW activation and functionality.
It is unsafe to test the FCW system. To prevent such misuse of the system, after four Active Braking events within an ignition cycle, the Active Braking portion of FCW will be deactivated until the next ignition cycle.
The FCW system is intended for on-road use only. If the vehicle is taken off-road, the FCW system should be deactivated to prevent unnecessary warnings to the surroundings. If the vehicle enters 4WD Low Range, the FCW system will be automatically deactivated.
WARNING!
Forward Collision Warning (FCW) is not intended to avoid a collision on its own, nor can FCW detect every type of potential collision. The driver has the responsibility to avoid a collision by controlling the vehicle via braking and steering. Failure to follow this warning could lead to serious injury or death.
Turning FCW ON Or OFF
NOTE: The default status of FCW is On , this allows the system to warn you of a possible collision with the vehicle in front of you.
The forward collision button is located on the switch panel below the Uconnect display.
To turn the FCW system OFF, press the forward collision button once to turn the system OFF (led turns on).
To turn the FCW system back ON, press the forward collision button again to turn the system ON (led turns off).
Changing the FCW status to Off prevents the system from warning you of a possible collision with the vehicle in front of you.
Changing the Active Braking status to Off prevents the

system from providing limited autonomous braking, or additional brake support if the driver is not braking adequately in the event of a potential frontal collision.
NOTE: The FCW system state is kept in memory from one ignition cycle to the next. If the system is turned OFF, it will remain off when the vehicle is restarted.
Changing FCW And Active Braking Status
The FCW Sensitivity And Active Braking Settings are programmable through the Uconnect System. Refer to Uconnect Settings in Understanding Your Instrument Panel for further information.
The default status of FCW is the Far setting and the Active Braking is the On setting, this allows the system to warn you of a possible collision with the vehicle in front of you when you are farther away and it applies limited braking. This gives you the most reaction time to avoid a possible collision.
Changing the FCW status to the Near setting, allows the system to warn you of a possible collision with the vehicle in front of you when you are much closer. This setting provides less reaction time than the Far setting, which allows for a more dynamic driving experience.
NOTE:
The system will retain the last setting selected by the driver after ignition shut down.
FCW may not react to irrelevant objects such as overhead objects, ground reflections, objects not in the path of the car, stationary objects that are far away, oncoming traffic, or leading vehicles with the same or higher rate of speed.
FCW will be disabled like ACC, with the unavailable screens.
FCW Limited Warning
If the DID displays ACC/FCW Limited Functionality or ACC/FCW Limited Functionality Clean Front Windshield momentarily, there may be a condition that limits FCW functionality. Although the vehicle is still drivable under normal conditions, the active braking may not be fully available. Once the condition that limited the system performance is no longer present, the system will return to its full performance state. If the problem persists, see your authorized dealer.
Service FCW Warning
If the system turns off, and the DID displays:
ACC/FCW Unavailable Service Required
Cruise/FCW Unavailable Service Required
This indicates there is an internal system fault. Although the vehicle is still drivable under normal conditions, have the system checked by an authorized dealer.
Reassigned file back to BJ637 for proper handling.
.
.
Please update customer - see TL for proper handling
.
Agent attempted to reach customer, phone line was busy

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECG2 | FC[redacted] | ***Open Date*** | 01/03/2015 | ***Built Date*** | 11/21/2014 | |
| ***Model Year*** | 2015 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 12/31/2014 | ***Mileage*** | 1,406 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***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*** | 68510 | MALL OF GEORGIA CHRYSLER DODGE | | JEEP | |
| ***Dealer Address*** | 4345 BUFORD DR | | | | |
| ***Dealer City*** | BUFORD | ***Dealer S ate*** | GA | ***Dealer Zip*** | 30518 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | ATLANTA GA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Drivability - Unknown - Other - Default | Frontal colision not working. |

Briefly summarize why the customer is contacting Chrysler:Customer is contacting Chrysler because his vehicle isn t providing frontal collusion warring beep sound.
Briefly summarize what the customer is expecting:Customer is seeking information about this.
Agent advised the customer that they would have to contact their DLR and they should be able to further assist.
Briefly summarize why the customer is contacting Chrysler: Customer calling to inquire why the forward collision warning system is not functioning in the vehicle.
STAR has been contacted and the notes echo the manual stating not to test the system. DLR requires additional direction to repair system and customer is concerned that he paid a lot of money for a safety feature that is not working.
Briefly summarize what the customer is expecting: Customer is expecting vehicle features to be operational.
Reviewed with TL LC779
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 68510 SM Collin
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N * * * * * *
In Warranty
MVP: SOUTHEAST BUS. CENTER - OWNER CARE - 2YE
Household: 3 New
Original Owner
Agent attempted to contact dealer Service Manager Collin, however, SM not

available. Left message for a return call at extension 40592. The reason for the dealer contact was to provide or request the following information: Writer called for information on the cusotmers vehicle.
Writer called the customer to get expectations. Customer stated that he is concerned that his early warning collision system is not operating properly. Writer stated that we would have to do more research in order to assist with the vehicle repairs. Writer stated that we would call back on Wednesday.
Agent attempted to contact dealer Service Manager Collin, however, SM not available. Left message for a return call at extension 40592. The reason for the dealer contact was to provide or request the following information: Writer called to get information on the customers vehicle.
SM Collin called and left a message with information on the customers vehicle. SM stated that the customer needs to bring the vehicle back in per the STAR case as there is new information to test. SM stated that the customer does not want to bring the vehicle back in at this time. SM requested that we call him back.
Writer called the dealership and spoke with SM Collin. SM gave the same information on lines 47-51. Writer asked the SM if he would reach out to the AM to see if there is anything else we can do. SM agreed.
Writer called the customer to give him the information on lines 52-54. Customer asked if we could get someone that knows the system to come out and look at the vehicle. Writer stated that we would see if that is possible and call him with the information.
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is customer states that the collision system is malfunctioning.
Action requested: Customer has requested to have someone that knows the system to come out and look at the vehicle.
Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 66 68510 02/02/15 12:44 R[redacted]
Writer called the dealership and spoke with SM Collin. SM stated that they do not have a tech rep for there area per the AM at this time.
Writer stated that we would be sending the case to the dealership to see if we can get a response from the AM and the SM stated that he would send an email. Writer thanked the SM and disconnected the call.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40592. The reason for the customer contact was to provide or request the following information: Writer called and gave the information on lines 71-75.
Agent attempted to contact dealer Service Manager Collin, however, SM not available. Left message for a return call at extension 40592. The reason for the dealer contact was to provide or request the following information: Writer called to get a status update on the diagnosis of the vehicle.
Writer called the dealership and spoke with SM Collin. SM stated that he left a message stating that he ahs not gotten a responce from the AM in regards to the technician coming out.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40592. The reason for the customer contact was to provide or request the following information: Writer called to give the information on lines 85-87. Writer stated that we would call back on Friday.
SEBC - TA - Bovinett: Left message with SM Colin to arrange for vehicle to be at dealership.
SEBC - TA - Bovinett: Spoke with SM Colin Cabby. Advised that testing the system via test drive and activation would not be possible. Suggested TA speak with customer to explain the details of the system. SM spoke to customer, and customer agreed to have a conversation with TA over the

phone. TA will be calling the customer this morning to explain system operation and intention.
SEBC - TA - Bovinett: Spoke with customer this morning for 23 minutes regarding the system and its operation. Reviewed with customer the hardware and software involved, as well as the STAR document that states the system cannot be tested. The customer acknowledged our conversation, but is still not pleased that the system cannot be activated in a service environment. Customer s belief is that the system is mis-marketed and that the marketing material advises the system is much more sensitive than he has experienced. The customer did acknowledge that the system functions, as he has experienced an FCW/Active Braking event once. TA to advise SM that there will be no further action from FCA at this time.
Writer called the customer to verify the information on lines 101-110. Customer stated that he is going to be driving with the technician as soon as he sets it up. Writer offered the customer the SC MAP3N in order to assist if he has any issues in the future. Writer stated that we would call back next Wednesday.
Writer also verified the customers address and mileage as 1,406 miles.
MAP3N Contract created. Contract number is [redacted].
Agent attempted to contact dealer Service Manager Collin, however, SM not available. Left message for a return call at extension 40592. The reason for the dealer contact was to provide or request the following information: Writer called to get information on whether the technician is going to do a ride along with the customer or not.
Status update provided via email to the following email address: [redacted]
At this time I do not have any additional information to report, and apologize for any disappointment this may cause. I value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach me please call at (800)763-8422 Ext 40592. I will be contacting you no later than Monday the 23rd.
End of Status Update
Agent attempted to contact dealer Service Manager Collin, however, SM not available. Left message for a return call at extension 40592. The reason for the dealer contact was to provide or request the following information: Writer called to see if the SM knew anything bout the technician doing a ride along with the customer.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40592. The reason for the customer contact was to provide or request the following information: Writer called to see if the customer had heard from the technician.
SM Collin called and left a message stating that the technician had spoken with the customer and that as far as he knows the customer has accepted what was stated.
Writer called the SM to see if the Technician was going to be doing a ride along with the customer. SM stated that as far as he is aware of the technician called the customer and explained how the system works. SM then connected the call to the technician Tommy. Writer asked if the system would through codes if it was defective and the technician stated that it would and even throws codes if there is salt or debrit on the sensor. Technician stated that the only thing he could think of is to go through the settings on the system with the customer to see if he has it set properly. SM stated that he would call the customer to go through the settings on the system to make sure the customer understands the way the settings are supposed to work. Write stated that we would call to give information to the customer and thanked the technician for his help.
The technician also stated that they have escalated the issue to the engineering department and would be releasing more information on the system as it is available.
SM Collin called and left a message stating that the customer still wants to do the ride along with the technician. SM requested a call back.
Writer called the dealership and was told that the dealership is closed due to the weather.
Writer called the customer to let him know that we are looking into whether or not we can get the ride along with the technician. Writer

stated that we would call back on Monday.
Writer called the customer to give the information that was received in an email from the technician. Customer understood and stated that he does not understand why there is not any more information on the system available. Writer stated that we would be able to assist if there are any issues with the system in the future. Writer stated that we would be closing the case at this time and gave the brand number. Customer thanked the writer and disconnected the call.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.
approved to close.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT3 | EC[redacted] | ***Open Date*** | 01/05/2015 | ***Built Date*** | 0 /22/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/09/2013 | ***Mileage*** | 60,887 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 44180 | UPTOWN CHRYSLER JEEP DODGE | | | |
| ***Dealer Address*** | 1111 E COMMERCE BLVD | | | | |
| ***Dealer City*** | SLINGER | ***Dealer State*** | W | ***D aler Zip*** | 53086 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | WEST BEND WI [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | Forward Collusion Control sensor needs replaced. |
| Corporate - Survey By-Pass - No Longer Owns Vehicle - Default - Default | per lines 499-504 |
| Corporate - Rebates/Incentives - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer states he has had problem after problem with this vehicle and would like to know what Chrysler can offer him to stay with Jeep. Customer states he drove all the way home from Canada with the chime going and it didn t shut off until he got to the dealership and they disconnected it.
Customer states he does not want to go the lemon law route and wants to work with Chrysler as he really likes the overland and would like to get a new one that does not have electrical issues.
Briefly summarize what the customer is expecting: Customer expecting a discount on a new vehicle.
Agent contacted the dealership and spoke with SA Dave who advised the customer has had issue after issue with the chime going off and it doesn t shut off until the vehicle has been shut off for 5 minutes. SA states they have not looked at the vehicle but they are going to get it repaired and have a sales man appraise the vehicle.
Customer states he would like to purchase a 2015 overland with similar features and date of birth is 6/27/65.
Reassigned to RO188 in regards to CDI request
CDI number requested; please hold for updates dcp15
CDI # CD410677D155
Please contact customer
Agent contacted customer and provided CDI number as per line 20 and customer stated he wanted Chrysler to give him a proposal on a new vehicle he doesn t want to have to play games and go into a dealership. Customer states he would not be happy if this number is only worth $2000.00. Customer states he would like a new vehicle the exact same thing. Customer states he is going to go to the dealer and see what the

number is worth and if he is not happy he is going to contact an attorney.
Mark Pentler, from dealer, calls to state that he wishes Chrysler would handle the values of the vehicle including compensating for the problems. Mark says that he is set up to look like the bad guy if he gives a value that is lower than what customer wants. Mark says that when he appraises the vehicle he has to consider the electrical issues. Mark says they did not sell the vehicle new and customer is not happy. Mark says they have gone above and beyond trying to keep customer happy and in the service department. Mark wants Chrysler to step up to bat to keep customer happy. Mark says it is a recurring issue that they have not been able to repair. Mark would like a call when a case manager is assigned to the file.
Agent was going to reassign to 88f for the recurring unresolved issues but was unable to due to not being CAIR owner.
* * * * * CASE MANAGER TEAM - District P* * * * * *
Mileage: 80,752
1 New vehicle 0 Used in household
ISD 08/09/2013 No Service contracts through Chrysler
Status update provided via email to the following email address:
[redacted]
Hello, my name is Erika and I have been assigned as your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted] within the one business day as promised. My office hours are 11:00 AM 7:30 PM MST M-F. My contact information is 800.763.8422 EXT 40557. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
CM called to 44180 SM Rob not available left a VM message for Rob to call 40557 to discuss the case.
CONTACT UPDATE - 1st Contact attempt, lines 47-57
Begin Customer Message reviewed:
please forward me a report which shows a COMPLETE SERVICE HISTORY on my 2014 Jeep Grand Cherokee. I am interested in getting a new one, however, the inconvenience of owning this specific vehicle (VIN: 1C4RJFCT3EC[redacted] has been overwhelming and frustrating.
What I wiould like, is an exchange for a new truck. What I will not accept, is a minimal $$payment towards a new Overland. Call me soon to discuss in person. All I have right now is a # CD410677D155 to share with a dealer on a normal purchase transaction. NOT what I am looking for.
I will avoid legal action at all costs to replace this faulty vehicle (lemon?).
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
I wanted to confirm I received your email and I am sorry for your frustration. I will follow up to discuss your case no later than 01/21/2015. You are welcome to call if you need assistance before that time. Enjoy your night!
End of Status Update
GM Mark Pentler from Uptown Chrysler (dealer code: 44180) in regards to the customer s issue and if there was any additional information on the matter. Agent advised that the case was sent to our case management team and that they have not added any additional information in regards to the customer s issue. Agent attempted to transfer the Mark to the case manager for further assistance; however, the case manager was unavailable. Agent advised Mark, who inquired about what to inform the customer of their issue, agent advised that the case manager stated in an email response to the customer s own email that they would contact them no later 01/21/2015.
CM called to SM Rob at 44180 who stated the vehicle has experienced some problems and explained the most recent would be with the Rear Right Fascia bracket for the blind spot detection system. Rob stated that the

vehicle has experienced several problems with the electrical system and travels to Canada alot and is concerned about the problems. CM advised the customer is requesting a replacement vehicle because of all the problems and writer advised of the customer s escalation.
CM called to [redacted] left a VM message of the case follow up. Ext. 40557 was provided for a callback.
CM called to 262-644-8400 left VM message for Mr. [redacted] to call 40557 to discuss the case.
Status update provided via email to the following email address:
[redacted]
I wanted to confirm that your case is requiring additional research and I will be contacting you shortly. Have a good night!
End of Status Update
This vehicle does not meet the criteria for escalation to 91L. _
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40557. The reason for the customer contact was to provide or request the following information: (Describe reason for contact)
CM called to [redacted] Mr [redacted] to discuss the case. Customer not available left VM message for callback at 40557.
CM called to Mr [redacted] at [redacted] customer is on the road and traveling out of town for the weekend and agreed to call me next week if he doesn t hear from me first. Writer advised that of the decline on the repurchase request and discussed the blue and white hand book and an extended service plan if that would help him going forward. Customer stated he may consider the contract if we don t consider taking the vehicle back because of the prior events with the vehicle. Writer will follow up by Tuesday to discuss the case.
CM called to [redacted] to discuss the case left 40557 for callback.
Status update provided via email to the following email address:
[redacted]
I wanted to follow up with you regarding your case I am not clear if you have returned or not but if you could give me a call at your convenience I would like to discuss your case. Have a good night! 800-763-8422 Ext. 40557.
End of Status Update
Caller Mr. [redacted] requesting to speak with Case Manager.
Secondary phone: Customer declined to provide
Transferred to EL762 voice mail
Writer gave information for recall P67 OCCUPANT RESTRAINT CONTROL MODULE SAFETY 12/01/2014 INCOMPLETE
Mr. [redacted] called to 40557 customer states his brake light warning of nearing objects while driving is going off at improper times and the customer is concerned. CM advised I would recommend getting the vehicle to the dealership ASAP because it could be something else. CM confirmed the customer is not stomping on the gas in an improper manner while driving because this could cause similar errors. Writer will follow up after 1:00 PM MST to discuss dealership appointment.
CM called to 44180 SM Rob left VM message that an appointment is needed for diagnosis and of the concerns. CM advised that rental is needed and open recall on the vehicle for the P67. Left 40557 for callback.
SA Dave called to 44180 Dave stated the customers problem with the vehicle and that with the mileage he is out of him Basic Warranty and the dealership has used up his goodwill for the customer. CM confirmed we will authorize rental if needed for the appointment but Dave stated the soonest he could get him in may be 02/19/2015 and I requested him look into what he can do and contact the customer. CM found a previous replacement to the ORC order [redacted] 07/31/2014 and several repairs to the vehicle early on from the PDC on. Writer confirmed maintenance partially completed at dealership but reminded that should be mentioned to the customer and provide him the schedule.
CM called to [redacted] advised that Dave will be contacting him shortly to get him scheduled for an appointment but it may be as late as 02/23/2015. Customer was advised of the ESP available and the customer

states because of the previous issues with the vehicle he would like the Maxcare provided or the vehicle bought back. CM agreed to look into the Lifetime Maxcare 0 co-pay the customer has requested because of the many electrical problems experienced. Mr. [redacted] states that he loves the brand but cant continue to go back and forth to the dealership with a brand new vehicle and explained his friends just purchased 2 non brand vehicles and have not experienced a single problem with theirs.
Mr. [redacted] states a steering noise heard when making a left hand turn that is like a whinning noise that has just started and he would like that checked while in service.
CM called to Mr. [redacted] to discuss the problems with the vehicle and the extended service plan he requested as compensation. Mr. Adair confirmed he is tired of the back and forth to the dealer and states that if a repair is needed he is afraid it will be like last time where he had to wait for the part to come in. CM will submit for the plan and follow up after the appointment.
Agent contacted dealership talked to Dave there is nothing, no codes, dealership put in question to star for issue and got back they have heard nothing , vehicle is working as designed, advised of the recall, dealership has customer in rental for 3 days dealership will keep driving vehicle to see if can duplicate the issue. Dealership want follow up with case manger 2/26
Agent attempted to contact dealer Service Manager Rob , however, SM not available. Left message for a return call at extension 40557
The reason for the dealer contact was to provide or request the following information: does the dealership have a diagnosis.
CM called to 44180 left a VM message for SM Rob to call 40557 to discuss the repair.
CM called to 44180 SM Rob who states the vehicle left on Thursday 02/26/2015 and no repairs reflected on the ticket. Rob states the fault codes received were for a steering obstruction. Rob states that technician was not there to discuss the vehicle with. Mileage out 57,751. Rob confirmed the recall wasn t completed and stated parts not available.
CM called to 44180 SA Mike states that the codes that were found were stored and no problems or concerns were found for the steering either. Mileage out as stated in 191.
Customer is seeking lemon law buyback/replacement. Buyback
What s the main concern? Multiple Transmission replaced
If known, how many repairs and/or dealer visits for concern? Transmission shifting
If known, how many days down?15
Describe previous offers made: Service Contract Maxcare
********** 91L Review **********
This vehicle does not meet the criteria for escalation to 91L.
CM called to [redacted] left VM message for callback at 40557.
Mr [redacted] called to 40557 returning my VM message from yesterday.
Customer states he is still experiencing problems with the vehicle and the warning indicator light is going off for the FCC/sensor and the Auto Cruise Control was not working. Customer states he will be driving and the warning light will come on and the switch will flip off for the Front End Collusion Control. Mr. [redacted] r states that the feature used to work very well and now the customer states it is inoperable. Mr. [redacted] states he had an incident the other day while driving and he had to abruptly apply the brakes and the light did not come on or trigger the indicator. Customer wants a new vehicle and states that the dealership has nod done anything for him on the last visit. Customer states they drove the vehicle and stated they could not duplicate the concern and the customer said that is like telling a parent because the kid isn t coughing when you take him to the doctor that he is not sick... I agreed to follow up by the end of the week after dealership contact completed.
CM sent email to SM Rob regarding the customer repair request asked that STAR case and Field Tech get involved with the vehicle.
Customer contacted writer and requested approval to take his vehicle into the dealership today. Writer advised she could not authorize cost assistance. Customer advised he would wait for a call back from case manager and take the vehicle in to the dealership the first of the week.

CM called to 44180 SM Rob not available SA Dave states the customer brought the vehicle in and is currently in Enterprise Rental. SA Dave states the customer has a major leak going on and explained the FCC problems and the Cruis Control not functioning. Diagnosis may be delayed because no appointment but Dave agreed to call or email when diagnosis completed.
CM called to Mr. [redacted]r who confirmed the vehicle was taken in today and that the warning lights were again displayed. CM confirmed that Dave will be following up with me by Monday with an update on the diagnosis and I will call him after to discuss the case.
SM Dave called, requesting the Case Manager. Transferred customer to CM EL762 at ext 40557.
SA Dave called from 44180 to provide a repair update Dave confirmed the water pump was found to be leaking and that was replaced under warranty. Dave states that he did not get the FCC light while the vehicle was in service but Dave states this has been seen in the past and feels the front sensor is causing the concern and the module would need replacement in order to repair the concern. CM advised to create a STAR case to see what they recommend and Dave agreed. Mileage confirmed 60,887 and Dave will call the customer to pick up because customer needs vehicle.
CM called to 44180 SA Dave who confirmed that the vehicle was returned after the water pump was replaced and STAR was contacted with his information regarding the forward collusion control sensor.
Dave states he is waiting for the instruction from STAR and has not heard anything back from them yet.
CM called [redacted] Mr [redacted] who states he is on vacation right now and states the water pump was installed but the customer is worried that the forward collusion control wasn t working and he wants that restored to proper performance. Mr [redacted] agreed to a follow up after dealership contact has been made. 03/30/2015
Agent attempted to contact dealer Service Manager , however, SM not available. Writer recieved a busy signal and was unable to leave a message.
Status update provided via email to the following email address:
[redacted]
Hello my name is Suzzi with Jeep Customer Care; I am emailing you in behalf of your Case Manager ERIKA. At this time I do not have any additional information to report, and apologize for any disappointment this may cause. We value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach ERIKA you may use the link provided in this email or call 800-763-8422 her direct extension: 44180.
End of Status Update
Writer contacted customer. A light in the vehicle comes on and says Acc not acceptable then it says to wipe off sensor. Customer states he has wiped the sensor multiple times. Customer states that the Forward Collision Control light is coming on as well Customer states DLR says the sensor may be defective. Customer states that he has been to 12-15 visits to 4-5 DLR s. Will follow up with DLR. Follow up date will occur 04/01/2015.
Writer contacted DLR and spoke with Service Manager Rob. SM states that they are waiting to hear back from STAR for instructions. SM states for CM to follow up with Service Advisor Dave due to SM being out of town on 04/01/2015.
CM called to 44180 SA Dave left VM message returning his earlier call. CM requested a callback at 40557 to discuss the case.
SA Dave called to CM to describe the vehicle diagnosis. Dave stated that STAR recommended the replacement of the forward camera that controls the FCC feature but the customer is out of warranty and the dealership has used up their goodwill with this customer. Dave states that SM Rob is out of town and would need to authorize any offering. Dave states the part alone is $1,385.00 and the repair is a couple of man hours for the proper alignment of the camera. CM will follow up with Rob when he gets back to discuss the case.
Status update provided via email to the following email address:
[redacted]

Mr. [redacted],
I wanted to follow up before the weekend to let you know we are working on your request but I need to speak with the Service Manager before we can proceed with your repairs. Have a nice weekend.
End of Status Update
CM called to 44180 Receptionist verified that SM Rob is still out of town and not able to authorize assistance at this time.
CM called to [redacted] to advise I will not be able to provide him with an answer until the SM Rob returns from vacation. CM agreed to call the customer back no later than 04/14/2015 after dealership contact is completed.
CM called to [redacted] and the customer states he let his son drive the vehicle and the vehicle gave him a beep beep and the Brake Warning light came on and the Cruise Control Light came on. Mr. Adair is concerned.
Status update provided via email to the following email address:
[redacted]
Mr. [redacted]
I wanted to thank you for bringing this event to my attention. I will be contacting the dealership tomorrow to discuss your case. If you have any questions you are welcome to call in or I will follow up by 04/17/2015.
Have a good night!
End of Status Update
CM called to 44180 SA Dave who confirmed our earlier discussion was good with Rob if the customer accepts the offering of the co-pay the Warranty pricing $1,571.96 and a $400.00 co-pay was discussed for the repair. CM will follow up with the customer to discuss the offering.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40605. The reason for the customer contact was to provide or request the following information:
To talk to customer about the copay.
call customer back on 04/21/2015.
CM called to [redacted] to discuss the case. CM advised of the customer states that he is not happy with the vehicle and the multiple repairs the customer states that he has experienced problems with electrical from day one and he states that the problems with the fuses and other electrical trailer hitch lighting on the vehicle itself. Customer states that he is disappointed with the vehicle because of the concerns but agreed to the offer with the $400.00 co-pay. CM will follow up when the part comes in.
CM called to 44180 SM Rob not available. CM left VM message of the case follow up requested callback at 40557 to discuss the case. Writer explained the offer was accepted with line 330 explained and to order the part if not already in stock.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $1,385.00
Labor = $186.96
Total = $1,571.96
Co-pay =$400.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
REASSIGNED TO BC/DLR 51 44180 04/21/15 19:05 R [redacted]
*Contact Date:04/23/2015
Parts / Service Director at the dealership has updated the CAIR# [redacted]
Parts have been ordered.
Status update provided via email to the following email address:
[redacted],

I just wanted to check back with you regarding the vehicle detailing. Have you heard anything back from Kirk regarding the appointment? You are welcome to reply to this email or call me tomorrow. Have a good night!
End of Status Update
***Disregard lines 357-361 entered in error**
4-24-15 - A goodwill decision has been rendered in lines 339-342. Per MWBC guidelines the case is being reassigned to HQ. No further action is required at this time.
CM called to 44180 SM Rob to discuss the case but Rob not available. SA Dave states the part had not yet been ordered that a new ticket had to be created for the part order because on the RA for the Water pump that needed to be submitted. Writer advised that the customer accepted the offer and when the part arrives to please contact me.
Status update provided via email to the following email address:
[redacted]
[redacted] to follow up with you before the weekend to make sure everything is still good while we are waiting for your parts? If you need anything before the weekend you are welcome to call or I will follow up with you next week after I talk to the dealership. Enjoy your weekend!
End of Status Update
Begin Customer Message reviewed:
Sorry, is this note to Mr [redacted] It was sent to M[redacted]
End of Reviewed Customer message
CM called to Mr. [redacted]r who stated he hasn t been called for the appointment yet and he will be getting the vehicle into service as soon as the part comes in. Mr. [redacted] states he took the vehicle in for this problem long before it was out of the warranty but the dealer failed to duplicate his concern. Mr. A[redacted] also asked about buyer incentives and is interested in purchasing a new RAM. I will provide the incentive hotline and the website for the current offerings. Customer was at a concert and getting ready for the show.
Status update provided via email to the following email address:
[redacted]
I am providing the National Incentive contact information we discussed. In addition I would like to mention the current incentive offerings on www.ram.com Inchntive Hotline (800) 227-0757 M-F 8am-8pm ET Enjoy your weekend!
End of Status Update
MR [redacted] called to speak with CM EL762, With customer s permission Writer transferred customer to CM s voice mail at ext 40557 as CM is not available.
CM called to 44180 left a VM message for SM Rob of the case follow up requesting a callback at 40557 to see if the parts came in.
CM called to 44180 SA Dave to discuss the vehicle repairs Dave states the customer is requesting the vehicle repairs be with 0 co-pay and I explained that I never said that to him and the $400.00 co-pay was to be charged.
CM called to Mr. [redacted] CM called returning his earlier VM message to confirm we are working on his request. I confirmed I sent the information on the incentives hotline to him and the customer stated he didn t receive the email. CM will resend the information to an alternate email [redacted] and customer agreed to call with date/time when the appointment is scheduled.
Status update provided via email to the following email address:
[redacted]
Here is the Incentive Hotline Number (800) 227-0757 M-F 8am-8pm ET. Please call or email when you have the appointment scheduled for the repair.
End of Status Update
Status update provided via email to the following email address:
[redacted]
Mr. [redacted]
I wanted to thank you for your patience with the vehicle repairs. I will

follow up with you shortly to discuss the repairs. Have a good night!
End of Status Update
***disregard lines 422-425 entered in error***
CM called to 44180 SA Dave states he doesnt have the appointment scheduled yet but did just get off the phone with the customer and states he is not happy about the co-pay. CM requested the customer call me with the date/time once the appointment is scheduled.
CM called to [redacted] left VM message of the case closing and the offer being good for 30 days if the customer choses to accept the offer and move forward with the repairs.
CM called to 44180 SM Rob not available left message with the Receptionist Virginia for Rob to call 40557 with appointment information.
Writer attempted to contact DLR. The dial tone went on for 2 minutes then call was disconnected.
Too late to call dealer.
Jim Sales Manager from Dealer 44771 called to speak to CM EL762 at X40557 who was not available at that time. Writer warm transferred caller to CM s voicemail for a callback.
Status update provided via email to the following email address:
[redacted]
I received your voice mail message and I understand you called in but I was on the other line. I will follow up with later today. Sorry for the wait.
End of Status Update
Mr. Jim Stein called to 40557 left VM message of the customers contact regarding trading the vehicle in and wanted to see if there was any type of additional incentive we would be willing to provide this customer.
CM called to Mr. [redacted] to discuss the incentive offerings. CM explained the customers had the vehicle for a year and most of these repairs have been fairly minimal and the sensor repair that is pending was offered with a $400.00 co-pay and this is an $1,800.00 repair. Jim is aware the customer wants out of the vehicle but did not have additional money to provide for this repair.
CM called to [redacted] to discuss the incentive offerings contact information but the customer was not available. CM left the contact number and will send the information via email for the customer to contact.
Status update provided via email to the following email address:
[redacted],
I am sorry we keep missing each other today! Here is the Incentive Hotline information I mentioned in my earlier voice mail. I would recommend you call them to see if they have other discount offerings available. 1-800-227-0757 I will be in the office the remainder of the week if you would like to discuss your case.
End of Status Update
Customer was warm transferred over from Lynn at Incentives, stating the customer had received a letter from their case manager Erika regarding Goodwill and Lynn advised that Incentives do not do Goodwill. Lynn also advised that customer has already asked to speak with a supervisor. Customer stated that he doesn t have a problem with Erika but he s not getting what he wants and wishes to speak with a supervisor. Agent advised that she would need to transfer over to either his case worker or another one and request a supervisor in that department. Agent transferred the customer over to Erika-EL762 @ extension #40557 as per Answer ID 19956.
CM called to [redacted] Mr [redacted] returning his earlier VM message. The customer states he is going to trade the vehicle in on the current incentive offerings before the weekend. Mr. [redacted] that his current vehicles multi function switch area is not properly functioning and the customer was told the light was out on the vehicle.
CM explained because of the recent repairs to the component he would want to get the vehicle back into service because it would be considered a workmanship isssue that would need addressed. CM explained that the repairs aren t devaluing his vehicle but the current pending repair will

if not taken care of before he trades the vehicle in. Writer explained if the component isn t working and the dealership is aware they will be consuming the cost of the repair that will be taken into consideration. I recommended he consider the offer I gave him and get the vehicle repaired before trading it. Customer will discuss it with Jim Stein in Sales but states he has a RAM vehicle in mind and I again recommended providing the VIN to incentives to see if additional rebates/incentives are available.
CM called to [redacted] but the customer was not available.
CM requested a callback at 40557 to discuss the case.
Writer contacted the Customer. Customer had informed the writer that he traded the vehicle in to the original DLR Wilde Chrysler Jeep Dodge. Customer informed the writer he loves the service and the support of the brand.
Writer contacted Wilde Chrysler Jeep Dodge. Sales Brian informed the writer that the customer had traded in the vehicle.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT0 | EC[redacted] | ***Open Date*** | 01/06/2015 | ***Built Date*** | 02/14/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/13/2013 | ***Mileage*** | 28,364 | ***Dealer Zone*** | 63 | DALLAS | |
| ***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*** | 45538 | BOB MOORE CHRYSLER DODGE JEEP RAM | | | |
| ***Dealer Address*** | 4627 S MEMORIAL DR | | | | |
| ***Dealer City*** | TULSA | ***Dealer State*** | OK | ***Dealer Zip*** | 74145 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | TULSA OK [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Product Information - Default - Default - Default | Customer having repeat issues |
| Product - Electrical - Cruise Control - Defective - Default | |
| Product - Electrical - Navigation System - Intermittent/Cuts In and Out - Default | |

Customer called in stating that his navigation is not showing him where he is at. Agent looked for an update, and advised customer of the RRT that needs to be done on the vehicle, which may help, as well as there is software update from driveuconnect.com. Customer states that a message will come up where his speedometer is saying BREAK in red. Agent advised customer that it could indicate that the break fluid is low or something wrong with his parking break. Customer stated that was not it, as it has been to the dealer 3 times for that issue. Customer also states that he has had an on going issue with his vehicle with the ACC/FCW. Customer states in ACC mode it will work for a short period of time, and then shut off. Customer states that it tells him he needs to wipe his sensor, but stated that is not the issue as it is very clean and nothing is in its way.
-
Agent advised customer, that agent can send case up to CM team for review for repeat concerns. Customer understood, and stated he is taking his vehicle into the DLR.
-
Reassigning to 88F for repeat concerns.
* * * * * * * * * Case Management - District U * * * * * * * * *
In Warranty
MVP: None
Household: 0 New, 1 Used.
Writer contacted dealership at 479-524-6196. Writer spoke with Service Advisor (SA). SA advised that the dealership is not in possession of the vehicle at this time and the customer does not have an appointment scheduled to bring the vehicle into the dealership. SA advised that the last time the dealership was in possession of the vehicle was on 08/2014. Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40620. The reason for the

customer contact was to provide or request the following information: Writer called to make initial compliance contact.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40620. The reason for the customer contact was to provide or request the following information: Writer called to make initial compliance contact. Writer advised of a call-back no later than 01/13.
Customer contacted writer at ext. 40620. Customer advised that he has visited South Pointe (45215) 4 to 5 times to resolve these concerns but no resolution has been found. Customer advised that he is having concerns with the U-connect as well as the adapted cruise control. Customer stated that the dealership had advised him that the electrical toll pack placed on the vehicle may be causing the concern. Customer advised that he would like the vehicle serviced by another dealership rather than south pointe. Customer advised that he would need to be provided with a rental or loaner vehicle when he takes the vehicle in. Customer advised that there is a loud notification that pops up on the customers display with a red brake message. Customer advised that he would be able to take the vehicle into a dealership next week. Writer advised that he would be contacting dealerships to gather availability for a diagnosis. Writer advised of a call-back no later than 01/13.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40620 The reason for the dealer contact was to provide or request the following information: Writer inquired as to if the dealership had an opening for a diagnosis. Writer advised of a call-back no later than 01/14.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40620 The reason for the dealer contact was to provide or request the following information: Writer inquired as to if the dealership had an opening for a diagnosis. Writer advised of a call-back no later than 01/14.
Writer contacted dealership at 918-584-1481. Writer spoke with appointment coordinator who advised that the dealership is not in possession of the vehicle at this time, however, the dealership does have an opening for a diagnosis on Wednesday through Friday. Writer advised that the customer would be notified. Writer was transferred to Service Managers (SM) voicemail. Writer inquired as to if the dealership would be willing to accept an RA to authorize the customer in a rental vehicle. Writer advised of a call-back no later than 01/15.
SM contacted writer at ext. 40620. SM advised that the dealership would be willing to accept an RA for rental authorization. Writer advised that the customer would be contacted to inform him of dealership availability for a diagnosis.
Writer contacted dealership at 918-355-5000. Writer spoke with Service Manager (SM) who advised that the dealership is currently catching up on work and would not be able to service the vehicle. Writer advised that the customer would be notified.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40620. The reason for the customer contact was to provide or request the following information: Writer advised of lines 72-75. Writer advised that he would be attempting to contact Bob Moore tomorrow to gather availability for a diagnosis. Writer advised of a call-back no later than 01/16.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40620 The reason for the dealer contact was to provide or request the following information: Writer inquired as to if the dealership had an opening for a diagnosis and if they would be willing to accept an RA to get the customer authorized in a rental vehicle. Writer advised of a call-back no later than 01/16.
Writer contacted dealership at 918-663-6343. Writer spoke with Service Manager (SM) who advised that the dealership does have an opening on 01/21 for a diagnosis and the dealership would be willing to accept an RA to authorize the customer in a rental vehicle. Writer advised that the

customer would be notified. SM requested that the writer send conformation of CACs willingness to cover rental for the customer via email at [redacted]
Status update provided via email to the following email address: [redacted]
Hello, this is London with CAC contacting you in regards to customer: [redacted] the last 8 of the customers VIN is EC[redacted] customer cair case # [redacted]. As discussed this is conformation that CAC is willing to authorize the customer in a rental vehicle for up to 5 days initially to give the dealership time to duplicate the customers concerns. Obviously this is not an official RA, however, i will process an RA as soon as i am aware that the customer has an appointment scheduled for a diagnosis.
End of Status Update
Writer contacted customer at [redacted]3. Customer advised that he would be attempting to contact the dealership to set up an appointment for 01/21. Writer advised of a call-back as soon as he is aware that an appointment has been set up.
Writer contacted dealership at 918-663-6343. Writer spoke with Service Advisor (SA) Cody. SA advised that the customer had an appointment scheduled for a diagnosis on 01/20. Writer advised that he would send an RA to the dealership as discussed with the Service Manager (SM). Writer advised of a call-back no later than 01/22.
Vehicle is at the dealership - BOB MOORE CHRYSLER DODGE JEEP RAM (45538)
Update triggered by S96257K
REASSIGNED TO BC/DLR 63 45538 01/21/15 18:42 C[redacted]
Writer contacted dealership at 918-663-6343. Writer spoke with Service Advisor (SA) Cody. SA advised that the dealership is in possession of the vehicle at this time and the diagnosis of the vehicle is underway. Writer advised of a call-back no later than 01/23.
AM reviewed owner concerns with Ben, SM, at 45538. Vehicle is currently at dealership. Dealership has completed outstanding RRT s. SM unable to duplicate owners concern of 'BREAK' when going thru toll booths. Dealer has ordered adaptive cruise control sensor (68109355AI). ETA is 1/27/15. AM approved additional 5 days rental. Owner did not mention any NAV issues to dealership during write-up.
Writer contacted dealership at 918-663-6343. Writer spoke with Service Advisor (SA) who stated that the part had arrived and he had left a message for the customer in an attempt to schedule an appointment for repairs. Writer advised that the customer would be informed. Writer advised of a call-back no later than 01/30. SA advised that the eye lens for the cruise control sensor had been coming up with an error message that the lens needed to be cleaned. SA advised that the dealership had cleaned the lens multiple times but that had not resolved the concern and that is why the part had been ordered. SA advised that the concern is a manufacturing defect.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40620. The reason for the customer contact was to provide or request the following information: Writer advised that the dealership had received the part and the customer could schedule an appointment for repairs. Writer advised of a call-back no later than 01/30.
Writer contacted dealership at 918-663-6343. Writer spoke with Service Advisor (SA) Cody. SA advised that the customer has an appointment scheduled for tomorrow for repairs. SA advised that the repairs should only take a couple of hours and the repairs should be complete tomorrow. Writer advised of a call-back no later than 01/30.
********** Case Management - District U **********
In Warranty
MVP: None
Household: 1 New, 0 Used.
Please disregard lines 154-157.
Customer contacted SF601, writer transferred line to LW503 Ext: 40620. Customer contacted writer at ext. 40620. Customer stated that the dealership had advised him that they have ordered an electric lift kit to fit the lens in the vehicle and the ETA is set for early next week.

Customer advised that he would like the writer to look into service contracts to provide to the customer that would cover the components of the vehicle that the customer is having concerns with. Writer advised that he would look into possible service contracts to provide to the customer. Writer advised of a call-back no later than 02/02.
Writer contacted dealership at 918-663-6343. Writer spoke with Service Advisor (SA) who stated that the part on order does not have an ETA. SA advised of part #68271102AA. SA advised that SA cody is the writer over the ticket and would have more information for the writer. Writer advised of a call-back no later than 02/04.
Writer contacted the dealership at 918-663-6343. Writer spoke with Service Advisor (SA) who stated that the part ordered had not arrived and there is no ETA for the part. SA advised that the writer over the ticket no longer works at the dealership and that a Service Advisor would have to speak with the technicians to gather additional information and give the writer a call-back. SA advised that he would attempt to contact the technicians at some point today. Writer advised of a call-back no later than 02/06.
Writer contacted the dealership at 918-663-6343. Writer spoke with Service Advisor (SA) who stated that the parts had arrived at the dealership and they would be attempting to contact him today to schedule an appointment for repairs.
SM stated apt set for 2/11/15 to complete repairs.
SM stated repairs completed and owner to pick up vehicle 2/12/15.
Writer contact the customer a[redacted]. Customer advised that at this time they are in possession with the vehicle and there are no further concerns present with the vehicle. Writer offered to provide the customer with a ELECTRIC2 service contract, customer accepted. Writer advised that after the service contract has been provided to the customer the case will be closed, customer agreed.
CLOSED LOOP UPDATE - no need for additional follow-up.
ERIK PARKEY called, requesting his Case Manager. Transferred customer to CM LW503 at ext 40620.
Customer calls to speak with their Case Manager. CM is not in yet. Transferred the customer to LW503 voicemail at ext. 40620. Customer is concerning because the ELECTRIC2 service contract has not been added to his vehicle. Customer also states CM LW503 will send him the documentation by email.
Custome[redacted] called to speak to CM LW503 at X40620. Writer verified vehicle, phone and name with customer. Writer reviewed Recall P67 with customer; customer was not aware of recall. Writer warm transferred customer to CM LW503 at X40620.
Continued. Customer Mr.T[redacted] mentioned to Writer his displeasure and disappointment with problems he has had with this vehicle; and with poor customer service from Chrysler. Customer stated that he had questions about his service contract that he was offered by CM LW503.
Refer to lines 187-192. When the customer calls and the vehicle is at 35,000 CAC WILL provide the customer with a ELECTRIC2 service contract as promised, at no cost to the customer. (Electrical Component Coverage Plan)
[redacted] called, requesting his Case Manager. Transferred customer to CM JL1763 at ext 40528 as CM LW503 was unavailable.
Customer called becuase he is worried that he will not recieve the ELECTRIC2 service contract offered to him. Customer also would like to know if his electric component coverage will cover a sensor on the front of the vehicle that costs about 1400$. Writer advised that his CM will look into if the ELECTRIC2 coverage and find out if it covers the 1400$ sensor on the front of the vehicle. Customer stated that he would like some kind of confirmation of the offer he has received. Writer stated that he will send customer an email with writers contact information. Writer advised customer that he will receive a callback tomorrow regarding the dash sensor on the front of the vehicle. Customer provided email [redacted]. Writer will follow-up 2/27/15.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG4 | EC[redacted] | **Open Date** | 01/07/2015 | **Built Date** | 02/12/2014 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 10/14/2014 | **Mileage** | 950 | **Dealer Zone** | 66 | ORLANDO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PFS | CASHMERE PEARL COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 68888 | NEW SMYRNA CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 1300 NORTH DIXIE FREEWAY | | | | |
| **Dealer City** | NEW SMYRNA BEACH | **Dealer State** | FL | **Dealer Zip** | 32168 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | LETTER |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | NEW SMYRNA BEACH FL[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Other - Default | Forward Collision Mitgation System |
| Referral - Top Care - Executive Team - Default - Other | |

POSTMARK DATE: 010715; DATE RECEIVED: 010815
******TOP CARE: ESCALATION REFERRAL STAFF******

.
Top Care customer first contact was 01/08/15 at 12:55 by MLS45
.
Owner sent letter to Richard Thornton regarding the Forward Collision Mitigation feature on his vehicle. Owner said he was almost involved in an accident where he slammed on the brakes, however, the feature did not operate or alarm him. Owner said he feels this feature is necessary for the vehicle and wants to make sure it is working properly.
.
4.23.15 - Writer called dealership and spoke with Service Writer, Paul. Paul said the customer was advised, Chrysler recommends, for safety reasons, the feature cannot be tested. Paul said when the customer came into the dealership, there were no fault codes. Paul said the customer s wife complains that her husband continues to drive fast and when up close, behind another vehicle, he slams on the brakes, expecting to hear an alert. Paul said the vehicle is supposed to automatically slow down but will not accelerate or stop on its own.
.
Top Care follow-up contact was 04/23/14 at 13:38 by MLS45
.
Writer called owner for discussion regarding the feature. Writer left name and number for contact.
.
Writer called owner again and discussed the feature and able information. Owner said he feels the feature is not working. Owner said he almost had a few close call accidents where he had to slam on the brakes. Owner said when slamming on the brakes, there was no audible alert to indicate the feature is working. Owner thanked writer for calling and said he will writer a letter to NTHSA to see if they will make Chrysler develop a

software enhancement for the feature. Owner thanked writer for calling.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT4 | EC[redacted] | ***Open Date*** | 01/09/2015 | ***Built Date*** | 0 /02/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 06/18/2013 | ***Mileage*** | 11,000 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 68348 | KOONS CHRYSLER | | | |
| ***Dealer Address*** | 2000 CHAIN BRIDGE RD. | | | | |
| ***Dealer City*** | VIENNA | ***Dealer State*** | A | ***D aler Zip*** | 22180 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | ALEXANDRIA [redacted] | ***Country*** | UNITED STATES |

Product - Electrical - Cruise Control - Intermittent or Inoperative - Default

****** Below Customer Contacted for Documentation Request ******
res22@chrysler.com on 2015-01-09 @ 11:43
***** Customer Document Received *****
1/8/15 - MABC Received letter from VA AG s office requesting a response to the complaint issued by this customer. Writer acknowledged the letters receipt to the AG s office on 1/9/15.
WRE - Please review this owner s complaint and determine a course of action. Please contact the owner to discuss the situation and then update this CAIR with the plan of action and final resolution. RES22
AM is schedule to inspected vehicle on 1/22/14 at Darcars Silver Springs
Please disregard line 10 the inspection is for vin:ew246299
left message for customer at [redacted]
Am received return phone call from customer on 1/20/15. AM will follow up with customer on 1/21/15.
AM left message for customer at [redacted] with return phone number [redacted]
AM spoke with customer and customer will call AM back with date he can drop vehicle off for inspection due to weather.
1/26/15 - MABC receives Email from the AG s office requesting an update on the case. A return email was sent advising the information shown on lines 12-18 and that we are waiting for the customer to set an appointment. res22
AM spoke with customer and arrange for vehicle to drop off for inspection on 2/10/15 at Koons in Vienna, VA.
Customer is schedule to drop vehicle off on 2/10/15 at Koons CDJR in Vienna, VA
AM & SM called customer and informed him of AM vehicle inspection:
1. Adaptive cruise control / Forward Collision Warning System - Working As Design
2. Shaky / Glitch in Backup Camera - Working As Design
3. Bluetooth - Working As Design
4. Burning Smell on Acceleration - No Smell accelerated from 45 to 70

several times on test drive with fan on and off. No Smell Present
5. Fit & Finish of Door Handle - small dent above the handle not a warranty issue.
6. Phone not working with usb to play music. Used SM I Phone played music and Pandora through customer USB Cord. - Working As Design
As a goodwill gesture AM agreed to replace eyeball Lens on Adaptive Cruise. AM informed customer Chrysler would not be repurchasing vehicle and Closing CAIR.
2/25/15 - Letter sent to the AG s office advising the information shown above. res22
4/6/15 - MABC receives Email from the AG s office with the following customer statement: 'CONSUMER S RESPONSE WHEN ASKED IF THE COMPLAINT WAS RESOLVED AFTER REPAIRS:
No. In fact it is worse than ever. They replaced the adaptive cruise control and it won t even turn on much of the time now. Needless to say given we had to replace the engine at 3,000 miles and this and the other myriad of issues we have had we are fed up.'
Case reopened and reassigned to MWK for customer contact and handling. res22
Called customer on 4/20 At 11:37 AM on both [redacted] and left messages on both #s. Will follow up and call again. MWK2
Called customer phone [redacted] was not at home. She suggested I call his cell, [redacted] I called and left a message at 5:49 PM.
4/28/15 - Called M[redacted]) and left a voice message that I would like to discuss his ongoing vehicle issues.
5/7/15 Called M[redacted] s cell phone and left msg that I would like to arrange a meeting at Koons CDJR 68348 for the week of 5/11. Left my cell # and requested a call back.
5/7/15 Spoke with Mr [redacted] at 3:51 PM. Agreed to do a vehicle replacement. Mr [redacted] choose veh at Koons 68348 and provide VIN To AM. He agrees in concept to $.40 per mile and MSRP vs MSRP. He will recontact me week of 5/11 with details and we will finalize a replacement at that time. MWK2
5/11/15 AM submitted vehicle replacement template to ISG for processing. MWK2

## Customer Assistance Inquiry Record (CAIR)# 2[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJG8 | EC2[redacted] | **Open Date** | 01/12/2015 | **Built Date** | 08/16/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 12/31/2013 | **Mileage** | 15,000 | **Dealer Zone** | 70 | | |
| **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** | 24165 | TOWN & COUNTRY CHRY-JEEP INC | | | |
| **Dealer Address** | 13733 AURORA AVENUE NORTH | | | | |
| **Dealer City** | SEATTLE | **Dealer State** | WA | **Dealer Zip** | 98133 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | DUBLIN OH 4[redacted] | **Country** | UNITED STATES |

Product - Transmission / Transaxle - Unknown - Other - Default

Opened new CAIR and I2R case to further assist customer.
1/9/2015 4:48:40 PM: User Comment by Shedonna Galvin: Contacted the customer in regards to a missed callback. I apologized to the customer and advised that I had not received any VM s from her or Brandy. Customer stated she was out of the country but the data recorder is full of data. Vehicle is due to go in for service 1/10. I advised the customer I will get the case reopened and contact the dealership regarding the diagnosis. Will follow up 1/12.
Received a call from Brandy at AutoNation stating the customer has an appointment scheduled for 1/12. SA Brandy requested a return call.
***Contacted the dealer (24165) LVM for SA Brandy requesting a return call regarding if the customer s vehicle is currently in for service. I also inquired on if they have contact TAPS for their continued assistance. Provided contact number requested a return call.
***Contacted the customer in confirm if she has taken her vehicle in for service. Customer stated she will be dropping the vehicle off in a few hours, She stated the data recorder was able to pull the some information regarding her vehicle being in 8th gear and dropping down to 1st. Customer also stated the adaptive cruise control, when on but not in use, the vehicle continues to brake for you. I acknowledged the customer s concern and advised that I would be sure to provide the information to the TA that is going to assist with the diagnosis and repair of the vehicle. Customer thanked me for the call. Will follow up 1/14.
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-01-12 @ 12:40
CAIR ESCALATION CLOSURE
SEE STAR CASE# 1[redacted] FOR INFORMATION
Contacted the dealer (24165), LVM for SA Brandy requesting an update on vehicle status.
Received a call from Brandy at AutoNation. She confirmed the customer s

vehicle is currently in for service. They have pulled that data from the recorder and has sent that information to TAPS for further assistance. I advised SA Brandy that I would follow up.
Status update provided via email to the following email address:
[redacted],
-
This email is in regards to your case [redacted]. I received a call from your service writer Brandy. She advised me that they have pulled the data from the flight recorder. That data has been sent over to our technical support team for review. I will be out of the office on 1/16. I will follow up with you and AutoNation on 1/19 in regards to the recommendations for repair. If you have any questions, feel free to contact me. Thank you for your continued patience.
-
Regards,
-
Donna with the Chrysler Resolutions Team
Toll Free: 888-542-7239 x 2113
Direct P: 214-583-2113
FAX: 866-849-3869
End of Status Update
Contacted the dealer (24165), spoke with SA Brandy. She stated as far as she knows they are still waiting for some information back from the technical specialist. No repair has been recommended as of yet. I advised SA Brandy that I would follow up.
Contacted the customer, LVM advising that I have contacted the dealer and spoke with SA Brandy. No new information as of yet. I advised the customer that I would follow up on 1/22.
Contacted the dealer (24165), spoke with SA Brandy, she stated awaiting recommendations on how to move forward.
-Per STAR notes, they were unable to duplicate the condition that the customer reports. No evidence on the data recorder.
***Contacted the customer in regards to vehicle status. I advised the customer dealership is awaiting recommendations. TS stated they was no evidence of incident on the data recorder. I advised the customer that I would follow up no later than 1/28.
Contacted the dealer (24165), LVM for Brandy requested an update on customer s vehicle status.
Status update provided via email to the following email address:
[redacted],
This email is in regards to your case #2[redacted]6. There is no update on your the status of your vehicle as of yet. I will follow up with you and Brandy on 1/30. If you have any questions, feel free to contact me.
Regards,
-
Donna with the Chrysler Resolutions Team
Toll Free: 888-542-7239 x 2113
Direct P: 214-583-2113
FAX: 866-849-3869
End of Status Update
Contacted the dealer (24165), LVM for SA Brandy requesting a return call with an update on vehicle status.
Status update provided via email to the following email address:
[redacted],
-
This email is in regards to your case [redacted]. There is no update on the status of your vehicle as of yet. I have left another message for Brandy today. Hopefully, I ll hear back today. Thank you again for your continued patience. If you have any questions, feel free to contact me.
-
Regards,
-
Donna with the Chrysler Resolutions Team

Toll Free: 888-542-7239 x 2113
Direct P: 214-583-2113
FAX: 866-849-3869
End of Status Update
2/3/2015 4:22:30 PM: User Comment by Shedonna Galvin: Received a call from SA Brandy stating they have order a TCM and a shifter assembly to address the customer s concerns.
Contacted the dealer (24165), spoke with SA Brandy. She stated they are currently awaiting on the valve body. She could not confirm an ETA. Parts department has not opened for the day yet.
Status update provided via email to the following email address:
[redacted],
-
This email is in regards to your case [redacted]. Here s an update, I spoke with Brandy, she advised me that they are still awaiting parts. I have started a review on your case in regards to your current concerns. Your case is going to be reviewed for all possible options available to you. If you have any questions or concern, you can contact me. I will be in contact with you no later than 2/11. Thank you again for your continued patience.
-
Regards,
-
Donna with the Chrysler Resolutions Team
Toll Free: 888-542-7239 x 2113
Direct P: 214-583-2113
FAX: 866-849-3869
End of Status Update
Received a VM from the customer requesting a return call.
Contacted the dealer (24165), LVM for SA Brandy requesting a return call.
Customer is in ready.
-Contacted the customer in regards to vehicle status. Customer advised me that she has been notified that the vehicle is ready for pick up.
Customer wanted to know if the adaptive cruise control had been address.
I advised the customer that I would follow up with Brandy and address. I advised the customer her case is still under review. I informed the customer that I would follow up no later than 2/13.
Received a callback from SA Brandy. She stated the vehicle is repaired and ready for pick-up. The repair addressed the adaptive cruise control as well. Customer has been notified.
-Contacted the customer, I advised her that the adaptive cruise control has been addressed. I advised the customer that I would follow up on 2/13. Customer inquired on exactly what her case was being reviewed for. I informed the customer all possible resolutions from a payment reimbursement to replacement. Customer was appreciative. Customer thanked me for the callback
Contacted the customer and advised once the vehicle confirmed to be repaired. I would like to offer her 2 payment reimbursement and a MVPP 6/70 Max. Customer politely declined. Customer stated her vehicle has been in the shop more months than she has had possession of the vehicle. I advised the customer that I will continue to review.
Contacted the dealer, LVM for SA Brandy requesting that she fax over repair orders for review.
Received a callback from SA Brandy, she is going to fax over all of the customer s previous repair orders needed for review.
Contacted the dealer (24165), lVM for Brandy advising her that the repair order requested have not been received. I requested she fax those over again to 866-849-3869. I requested SA Brandy follow up with me once done.
Status update provided via email to the following email address:
[redacted],
-
This email is in regards to your case #2[redacted]. Your case is currently in review. I am currently awaiting copies of your repair order. I will be in contact with you once all information has been received. I apologize

for the delay. Thank you again for your continued patience.
-
Regards,
-
Donna with The Chrysler Resolutions Team
Toll Free: 888-542-7239 x 2113
Direct P: 214-583-2113
FAX: 866-849-3869
End of Status Update
2/17/2015 10:56:27 AM: User Comment by Shedonna Galvin: Received a call from SA Brandy stating she has been trying to fax the documentation requested over and its states the fax number is invalid. SA requested a return call.
Contacted the dealer (24165), LVM for SA Brandy with correct fax number.
2/17/2015 1:45:24 PM: User Comment by Sherry Rawson: I called the customer LVM to see how the vehicle is performing. I advised the customer that I wanted to see how the vehicle was performing and let her know her case is still under review. I advised the customer that I m still waiting for the physical repair orders to be sent over for further review.
No fax.
Received a call from SA Brandy requesting a return call.
Contacted SA Brandy at AutoNation. She is going to email over the information needed for review.
**Called Town & Country Chrysler Jeep Dodge (24165) LVM for SA Brandy requesting the RO s
**Advised on VM that CM is not in the office and we were closed due to inclement weather yesterday 2/23
**Requested that SA Brady contact CM to let her know when to expect the RO s
**Called customer (805) 403-1210 LVM advising that her case is still under review and to expect a follow up 2/25/15
Status update provided via email to the following email address:
[redacted]
This email is in regards to your case [redacted]. Your case is still under review. We do apologize for the delay and we would like to thank you kindly for your patience. Expect a call from me with an update on your case status no later than 3/6/2015.
Regards,
Donna with The Chrysler Resolutions Team
Toll Free: 888-542-7239 x 2113
Direct P: 214-583-2113
FAX: 866-849-3869
End of Status Update
Contacted the customer in regards to case status. I advised the customer at time we would like to move forward by offering to replace her vehicle. Customer was appreciative. I advised the customer at this time, I will be stepping away from the case. I informed the customer a replacement coordinator will be in contact within 7-10 business days to go over the terms and conditions of that process. Customer thanked me for my assistance.
Contacted the dealer (24165), spoke with receptionist, GSM is Trevor Fawcett.

## Customer Assistance Inquiry Record (CAIR)# 2[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG7 | EC[redacted] | **Open Date** | 01/15/2015 | **Built Date** | 05/12/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 06/11/2013 | **Mileage** | 21,020 | **Dealer Zone** | 42 | DETROIT | |
| **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** | 66262 | SUBURBAN CHRYSLER JEEP DODGE | | | |
| **Dealer Address** | 24315 HAGGERTY | | | | |
| **Dealer City** | NOVI | **Dealer State** | MI | **Dealer Zip** | 48375 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | |
| | FARMINGTON HILLS MI 4[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | Radio display goes blank |
| Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | brake message comes on dash |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | |
| Product - Electrical - Heated Seat - Other - Unknown | |

***Enhanced Customer Satisfaction Team (ECS) ****
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is Cell 2[redacted] but wants the office number to be used.
Customer email address for case updates: T[redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) But owner still has the vehicle.
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)NO
If a CDJ dealer has diagnosed, what is the dealer name or code? 66262
Reassigned to 88w
Customer stated he has called his Old CA and left message s and has not been called back. The customer is still having issue with his cruise control, Heated seats and a message of Brake in his dash when nothing is in the front of the vehicle.
****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
Customer will be able to drop the vehicle off at 830am on 1/26/2015 with the SA Tracey. Customer was advised with the concern not always happening the customer will allow the Dealership to drive the vehicle to and from work.
Agent attempted to contact dealer Service Advisor Tracy, however, SA not available. Left message for a return call at extension 40652

The reason for the dealer contact was to provide or request the following information: to make sure customer can drop vehicle off on 1/26/2015 and set up a rental vehicle.
Writer contacted customer. Customer states that he is not having a issue with the heated seats. Customer states he was just using that has example because they turned on when it was cold and he could not shut them off because the radio display had gone blank and he could not get it to reset. Customer also states that he is still having a issue with the cruise control and the brake message will come on the dash when there is nothing there. Writer advised customer that I have contacted the dealership and left a message for the SA Tracy to make sure 1/26/2015 at 8:30 am and to make sure there is a like vehicle for rental. Writer advised customer I will do another follow up once I have a update. Customer states he wants his office number used and if we call after hours his ext. 66.
Writer contacted dealership spoke to SA Shawn which set up the appt for 1/26/2015 8:30 am. Shawn states he will send the request for like vehicle for the rental.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40652. The reason for the customer contact was to provide or request the following information: to let know that appt is set up.
Writer contacted dealership spoke to SA Andrew which states customer did bring in the vehicle and they got him set up in a rental.
SA/Tracy contacted writer stating that they test drove the vehicle about 30 or so miles and have not duplicated any of the concerns. SA inquired on what they should do next. Writer stated he will escalate teh case up to the technicians for further assistance with diagnosis and they should expect a call tomorrow.
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-01-26 @ 16:38
CAIR ESCALATION UPDATE
SEE STAR CASE# 1[redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE#[redacted]FOR INFORMATION
Agent attempted to contact dealer Service Advisor Tracy, however, SA not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: to see if vehicle is repaired and returned back to the customer.
Agent attempted to contact dealer Service Advisor Tracy, however, SA not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: to see if vehicle is repaired and returned back to the customer.
Agent attempted to contact dealer Service Advisor Tracy, however, SA not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: to see if vehicle is repaired and returned back to the customer.
Writer received message from SA Tracy which states vehicle is repaired and returned back to the customer.
Writer contacted customer. Customer states that the vehicle is great and right now everything is resolved.
The part required to provide a permanent remedy for recall P67 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 the 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]; st r email address for case updates: T[redacted];

Reassigned case to 961.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECG1 | FC[redacted] | ***Open Date*** | 01/20/2015 | ***Built Date*** | 09/04/2014 | |
| ***Model Year*** | 2015 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 12/05/2014 | ***Mileage*** | 800 | ***Dealer Zone*** | | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | MARANA AZ[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Product Information - Default - Default - Default | ECW functionality |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Forward Collision Alert
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Can anyone give me a thorough definitive step by step understanding on the exact way this feature was designed to operate. We have been given several different explanations mostly wrong and have tried several different scenarios and still don t fully understand it. It only seems to work with adaptive speed control on. We called the dealer service manager and he never returned our call. It s not like I m illiterate, I have a very high IQ and have had this feature on a new Subaru and It worked fantastic. If I understand this one, it is either not working or is worthless but I want to make sure which it is!
***** END OF CUSTOMER EMAIL*****
Reassigned to EB460 for survey bypass - CAIR opened in error - email routed to level 2
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
Below is a detailed description of the operation of the Forward Collision Warning (FCW) system in your vehicle per your request. For details on how to operate and maintain your vehicle, please refer to the vehicle owner s manual. You may view manuals online at:
http://www.jeep.com/en/owners/manuals/
The Forward Facing Camera (FFC) module is a stand-alone monocular camera that captures and processes video images. The camera will perform the following functions on this model:
Automatic High Beam Control (AHBC) - Based on ambient situations, the AHBC feature will control the vehicle high-beam headlights automatically, relieving the driver of the manual operation of the high beam headlights. The AHBC feature automatically turns off the high beams when there is oncoming traffic, preceding traffic, presence of a village, high ambient lighting due to a town or twilight/dusk, when the vehicle driving speed too low, delay and fog.
Object detection for supporting data fusion (ACC+) - The camera provides additional object, lane and environmental conditions for data fusion. The FFC will also perform redundancy checks with the ACC radar to verify accurate detection.
Lane Departure Warning (LDW+) - LDW+ utilizes camera-based machine vision sensor to detect and measure vehicle position within lane

boundaries (when enabled). The system can be turned on or off with a single hard button on the Auxiliary Switch Bank Module (ASBM). The driver can configure the torque feedback amount and warning zone start point through the personalization settings in the radio. Three settings for each are provided.
Forward Collision Warning Plus (FCW+) - The FFC in conjunction with the radar sensor is used to detect whether the vehicle is approaching another vehicle or large obstacle in its path too rapidly and will warn/assist the driver in avoiding/mitigating the incident (when enabled). The driver has the ability to adjust the sensitivity and turn brake support on or off in the radio.
The Forward Facing Camera (FFC) module is powered by a fused battery feed from the Power Distribution Center (PDC) so that it is only active when ignition is set to the run position.
Adaptive Cruise Control Plus and Forward Collision Warning Plus (ACC+/FCW+) - The FFC reports to the Adaptive Cruise Control (ACC) module to create the enhanced ACC+ as well as the FCW+ operation. These components share a private CAN C bus where data from the FFC is sent to the ACC module for data fusion.
Lane Departure Warning Plus (LDW+) - The LDW+ feature uses the FFC module to identify visible lane markings and to track lane boundaries. The FFC module requests haptic responses from the Electric Power Steering (EPS) system when required.
ADAPTIVE SPEED CONTROL
Utilizes Radar and camera sensors to identify vehicles in forward path and maintains a selectable distance between the vehicle and the one in front of it;
ACC with stop and go has full functionality between 0 and 100 mph;
After ACC with stop and go brings the vehicle to a stop, the driver must indicate the intention to resume by either pressing the resume button or tapping the accelerator pedal;
Driver can select one of four following distances depending on driver preference.
The optional ACC Plus (ACC +) system (also known as ACC Stop and Go) has functionality beyond that of Normal Cruise Control and Adaptive Cruise Control. This system has the functionality of the cruise control system of maintaining a driver defined Set Speed without the driver needing to press the throttle. This system also has the functionality of the regular ACC system of increasing and decreasing the vehicle speed based on target vehicles moving slower than the ACC Set Speed. Beyond the functionality of the regular ACC system, this system offers a larger operational speed range, which constitutes of speeds from 0 mph to a configurable upper bound. If a target vehicle comes to a standstill, the ACC+ system will also bring the ACC+ host vehicle to a stop, and will keep the vehicle at a standstill for an undetermined period of time by first applying the brakes, and after the brakes time-out, cancelling the ACC+ system and applying the Electronic Park Brake (EPB). The ACC with stop and go system will also incorporate Forward Collision Warning-Plus (FCW). With grade braking, the transmission will automatically downshift to maintain selected vehicle speed and distance, preventing overheating of brakes.
The ACC sensor, the FFC, the ABM, the IC, the EVIC, the PCM and the SCCM each contain a microcontroller and programming that allow them to communicate with each other using the Controller Area Network (CAN) data bus. This method of communication is used by the ACC module to provide inputs to the ABS module, the EVIC and the PCM. This is also is used by the ABS module to provide inputs to the PCM, by the SCCM to relay the status of the speed control switches to the PCM and by the PCM for control of the indicators in the IC and the indications in the EVIC.
The ACC with stop and go system used also incorporates grade braking and Forward Collision Warning-Plus (FCW). With grade braking, the transmission will automatically downshift to maintain selected vehicle speed and distance, preventing overheating of brakes.
The optional equipment ACC+ system includes the following major components, which are described in further detail elsewhere in this service information:
Adaptive Speed Control Module - An Adaptive Cruise Control (ACC) module

(also known as the Adaptive Cruise Control/ACC sensor or radar sensor or module) is located on a bracket secured near the center of the underside of the front bumper support member of the Front End Module (FEM) behind the front fascia.

Antilock Brake System Module - An Antilock Brake System Module (ABS) is located on the antilock brake Hydraulic Control Unit (HCU) in the engine compartment.

Brake Lamp Switch - The brake (also known as stop) lamp switch is located on the brake pedal support bracket under the driver side of the instrument panel.

Instrument Cluster - A CRUISE indicator is located in the fixed segment display of the Instrument Cluster (IC) that provides an indication to the vehicle operator when the speed control system is turned ON.

Electronic Vehicle Information Center - The Electronic Vehicle Information Center (EVIC) is located in the Instrument Cluster (IC) and provides an interface to the vehicle operator for setting the adaptive speed control customer preferences as well as a display of the adaptive speed control and Forward Collision Warning (FCW) system status messages.

Forward Facing Camera - The Forward Facing Camera (FFC) is located inside the Combined Rear View Mirror Module (CRVMM) housing assembly. The FFC provides input for data fusion purposes allowing the ACC sensor radar data to be redundancy checked.

Powertrain Control Module - The Powertrain Control Module (PCM) located in the right front corner of the engine compartment contains the software and hardware that monitors all of the speed control system inputs and controls all of the speed control system outputs.

Speed Control Switches - A speed control switch pod containing eight momentary switch push buttons (five standard cruise push buttons and three ACC push buttons) is located in the right horizontal spoke of the steering wheel.

Steering Column Control Module - The Steering Column Control Module (SCCM) is located at the top of the steering column just below the steering wheel.

Wheel Speed Sensors - A wheel speed sensor is located on the knuckle of each front and rear wheel.

The ACC module is a stand-alone forward facing radar module. It is mounted to the vehicle structure, outside the cabin, in a manner allowing for an unobstructed view. The ACC module can operate as a stand-alone Electronic Control Unit (ECU) or can also be used in conjunction with additional forward ranging and object detection sensors in order to provide many driver assistance systems features.

The ACC module is located on a bracket secured on the passenger right underside of the front bumper support behind the front fascia. The stamped steel ACC module mounting bracket is secured by two screws to a bracket on the bumper support member. The ACC Module consists of a radar sensor, a sensor-integrated ECU with CAN interface, and software for radar measurement, object tracking and longitudinal control.

The ACC module and radar sensor communicates with other vehicle ECUs via both public and private bus networks to provide the following features sets:

Standard Cruise Control
Adaptive Cruise Control (ACC)
Enhanced Adaptive Cruise Control (ACC+)
Adaptive Cruise Control with Stop and Go (ACC+)
Forward Collision Warning (FCW)
FCW with Collision Mitigation (FCW+)
Full Speed Range Forward Collision Mitigation (FSRFCW+)
Advanced Brake Assist (ABA)

The microcontroller within the Adaptive Cruise Control (ACC) module contains the logic circuits and controls many of the features of the adaptive speed control system. The ACC module receives battery voltage on a fused ignition switch output (run) circuit and is grounded at all times through a hard wired remote ground point. These connections allow the ACC module to operate only when the ignition switch is in the ON position. Likewise, the ACC module sleeps whenever the ignition switch is in any position except RUN.

The ACC module is also a Radio Detection And Ranging (RADAR) transceiver. The ACC module transmits electromagnetic signal bursts at an operating frequency of 77 gigahertz. Those signal bursts are scattered by any objects they strike within the 40 degree field of view of the transceiver, which changes the strength and frequency of the signal. The ACC module antenna receives and interprets the returned signals to detect any objects in the path of the vehicle as well as their speed and direction.
The ACC module receives electronic speed control switch status message inputs from the microcontroller integral to the Steering Column Control Module (SCCM) over the Controller Area Network (CAN) data bus. The module also monitors electronic message inputs from the Powertrain Control Module (PCM), the Antilock Brake System (ABS) Module and the Transmission Control Module (TCM).
The ACC module logic processes all of those inputs, then provides the appropriate electronic message outputs over the CAN data bus to the PCM, the TCM and the ABS to control and maintain the separation setting selected by the vehicle operator between the vehicle and any preceding vehicles. The ACC module also provides electronic message outputs to the Instrument Panel Cluster (IPC) and the Electronic Vehicle Information Center (EVIC) to invoke the Forward Collision Warning (FCW) features.
The module also contains an electronic ambient temperature module and a heating element. When appropriate ambient temperatures are sensed, the heating element is energized by the ACC module control circuitry to keep the module lens or radar dome clear of ice and snow accumulations that might otherwise blind the module to proper reception of returned signals.
For those models equipped with the Forward Facing Camera (FFC), the camera provides additional object and environmental information to the radar to support its decision making. If the two readings between the FFC and the ACC radar are not completely identical, the system will become disabled. When the ACC system is paired with the FFC option, this is known as the ACC+ system.
Thanks again for your email.
EMAIL REPLY:
Comments:
Thanks very much for the info. I m confused about several things, first it is almost impossible to get the forward collision alert to function even set to far. I have come within less than a car length of a large vehicle at speed and not gotten a warning, I have had the warning at slower speeds when the vehicle in front is stopped at a stop sign but never while moving in traffic. Second the lane departure warning has never functioned and I don t see a thing on the u-connect nor any button on the dash about setting it! The problem here is that the dealer sales and service manager don t have a clue how any of this works and gave us a lot of misinformation. we have had these functions on a Subaru Outback and are aware of how they should work and were not seeing it here.
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
I regret the problem you have experienced and appreciate the time and effort you took to bring this matter to our attention.
Unfortunately, we are unable to diagnose your vehicle via email. If you have been unsatisfied with your servicing dealership, we recommend contacting a different authorized dealership to arrange an appointment for a second opinion.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should the dealer require technical assistance on the operation of the referenced items they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.
Finding another dealer is simple;
You can find a dealership by visiting our Jeep brand website at Jeep - http://www.jeep.com
Thank you again for your email.
Customer contacting due to the fact he cant get the service appointment to set up appointment for his blind spot issue. Agent called 26001 and spoke with Brandon. Agent transferred customer to Brandon to set up

appointment.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG2 F[redacted] | ***Open Date*** | 01/28/2015 | ***Built Date*** | 11/10/2014 | | |
| ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 12/20/2014 | ***Mileage*** | 1,400 | ***Dealer Zone*** | 42 | DETROIT | |
| ***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*** | 58512 | COURTESY DODGE INC | | | |
| ***Dealer Address*** | 440-28TH STREET SE | | | | |
| ***Dealer City*** | GRAND RAPIDS | ***Dealer State*** | MI | ***Dealer Zip*** | 49508 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | CHARLEVOIX [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Product Information - Default - Default - Default | Information on a forward collison control and adaptive cruise control. |
| Corporate - Hard Copy Manual Order - Default - Default - Default | Order manuals |

An order for printed owner materials has been placed with our fulfillment house
The following items have been selected:
Warranty
Owner s Manual
Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating his had order the manuals for his vehicle but only received the uconnect manual. Agent apologized to the customer and said she would order the owner s manual and the warranty booklet. Customer asked that the manuals be delivered to: 2160 Watermark Dr. SE., Grand Rapids, MI 49546. Customer stated that his forward collision warning went off once while he was in a center lane and the closest vehicle was in the left hand turning lane. Customer wanted to know if it is suppose to warn about vehicles not in front of him. Agent informed him that the owner s manual page 219 states it is intended for vehicle in front of him; not to the side. Agent suggested he take the vehicle to the DLR to see if something needs to be adjusted. Customer wanted to know if the same button for turning off the FCW is the same one for the Adaptive Cruise Control. Agent informed him according to the owner s manual page 217 that it has a separate button. Agent offered to call the DLR; however, customer will contact them.
Briefly summarize what the customer is expecting: Customer wants to know if the forward collision warning is suppose to pick up vehicles in other lanes.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCTX | EC[redacted] | ***Open Date*** | 01/28/2015 | ***Built Date*** | 08/14/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 09/27/2013 | ***Mileage*** | 48,163 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***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*** | 24105 | JEEP CHRYSLER OF ONTARIO, INC. | | | |
| ***Dealer Address*** | 1202 AUTO CENTER DR | | | | |
| ***Dealer City*** | ONTARIO | ***Dealer State*** | CA | ***Dealer Zip*** | 91761 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | LETTER |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | APPLE VALLEY CA 9[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Other - Default | NEW MOTOR VEHICLE BOARD COMPLAINT |

012815 Received NMVB complaint _
Customer claims veh at dealer for last 2 weeks claiming vehicle brakes by itself (Adaptive Cruise Control equipped) _
contacted sm Kirk 24105 seeking service file and info on status of current visit
request to TA rsm to inspect vehicle. TA to inspect 1/30 tmt
013015 per TA RSM, vehicle inspected and found that customer has an aftermarket front cover/bra on vehicle that has a cloth mesh piece that is covering the ACC camera, and rubs on trim ring around camera which has caused it to come loose, and intermittently obscuring view, which will cause camera to detect need to brake. _
Per TA, this is not a warrantable condition, and no warranty repairs are needed. Dealer will inform customer that front cover/bra should be removed for proper operation of ACC tmt
Reviewed remaining service file, and FCA does not feel responsible for honoring customers request for repurchase of subject vehicle at this time.
Reply sent to NMVB advising same _
tmt
POSTMARK DATE: 020315; DATE RECEIVED: 020315

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT6 | EC[redacted] | ***Open Date*** | 01/30/2015 | ***Built Date*** | 01/15/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 11/05/2014 | ***Mileage*** | 7,704 | ***Dealer Zone*** | | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | MINDEN NV[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |
| Product - Electrical - Power/Engine Control Module - Defective - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
2 issues with vehicle
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
1. ECO mode - There is a TSB for customer preference making the ECO switch stay in the state I choose. Dealer won t do it because works as designed. 2. The FCW system doesn t work at all per owners manual. Dealer says working. Both have been in twice for repair, still not resolved.
****END OF CUSTOMER EMAIL****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center regarding your Jeep Grand Cherokee.
The handling of your case will require a call to the Dealer. What I am going to do is contact the Dealer on your behalf and continue to work on this case. I will be contacting you once the Dealer has been contacted to provide you an update. This will ensure that your issue/concern/question is reviewed as quickly as possible.
I appreciate your patience as I further research into this matter with you.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Hannah
Customer Service Representative
Jeep Customer Assistance Center
****END OF CAC EMAIL****
I want to make clear that I have been having vehicles serviced at Carson Dodge since 2006 and this is my first issue. I want the ECO mode to stay where I set it, not default on. The FCA doesn t work right but the ACC works fine. The FCA has given 3 warning when cars turn right in front of me. One time the warning flashed and the vehicle stopped in the road, again was a car turning right in front of me but this time at about 25 mph
****END OF CUSTOMER EMAIL****
Dea[redacted]
Thank you for contacting the Jeep Customer Assistance Center regarding

your Jeep Grand Cherokee.
I am sorry to learn of the issues raised regarding your vehicle. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention.
To review this matter further, we will first require the vehicle be at the Dealership for further attention and review. This will best allow us to review this matter going forward. It is important to note we are not requesting you fully undergo review or repairs at this time, we are only requesting the vehicle be scheduled and at the Dealership so we may better gather information related to your vehicles condition in order to better review the matter.
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,
Hannah
Customer Service Representative
Jeep Customer Assistance Center
****END OF CAC EMAIL****
Reassign to SJ372 for no diagnosis.
Heath and a death in family delayed my response. The FCA+ is not working period. Tech says works as designed and that is total BS. It doesn t work and am getting people together on line with the problem to go to NHTSA. The ability to keep ECO in state I set it was also not done, tech couldn t perform TSB. Overall I love the GC but have no use for service tech that can t troubleshoot. I will buy the service manual and fix it myself unless a dealer can be recommended that can fix things
****END OF CUSTOMER EMAIL****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center regarding your Jeep Grand Cherokee.
I have updated your records to reflect the information provided in your response and I am sorry for your loss.
We would be happy to further look into this unresolved situation and review the matter. This will be to attempt to assist the Dealership in addressing a recurring/unresolved issue.
To review this matter further, we will first require the vehicle be at the Dealership for further attention and review. This will best allow us to review this matter going forward. It is important to note we are not requesting you fully undergo review or repairs at this time, we are only requesting the vehicle be scheduled and at the Dealership so we may better gather information related to your vehicles condition in order to better review the matter.
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,
Hannah
Customer Service Representative
Jeep Customer Assistance Center
****END OF CAC EMAIL****

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM0 | EC3[redacted] | ***Open Date*** | 02/04/2015 | ***Built Date*** | 11/01/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 11/27/2013 | ***Mileage*** | 23,209 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 26776 | METRO CHRYSLER JEEP | | | |
| ***Dealer Address*** | 1667 HARTFORD AVE | | | | |
| ***Dealer City*** | JOHNSTON | ***Dealer State*** | RI | ***Dealer Zip*** | 02919 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | LETTER |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | PORTSMOUTH NH 0[redacted] | ***Country*** | UNITED STATES |

Referral - Top Care - Executive Team - Executive - Michael Manley

POSTMARK DATE: 020415; DATE RECEIVED: 020515
******TOP CARE: EXECUTIVE REFERRAL STAFF******
Top Care customer first contact was 02/05/15 at 10:45 by mam46
Top Care follow-up contact was 02/05/15 at 10:45 by mam46
2/5..... Writer attempted to contact owner but had to leave a message requesting a call back.
2/6..... Writer called owner at business number ([redacted]) and was advised that owner was on the road today. Writer left a voice mail message for owner requesting a call back.
2/8..... Writer had reached out to Lonnie (Quality/Engineering Manager) to see if he had any ideas what could be causing the issue. Lonnie provided writer the following update:
*********
Mike:
Yes. That s the Front Collision Warning (FCW) system activating. The FCW is activated by the camera that is located in the front lower fascia. The system looks and road conditions and calculate if there is a potential hazard which would warrant a braking application. If this warning is coming on often then I would recommend that the dealer perform a FCW camera re-calibration.
Thanks,
Lonnie
*********
2/9..... Writer attempted to call owner @[redacted]42 but had to leave a message requesting a call back.
2/10..... Writer attempted to contact owner but had to leave another message. Writer requested that owner set up an appt. to have vehicle inspected and then let writer know when and where he is going so that writer can arrange a rental. Writer will also advise dealer to perform a FCW camera re-calibration.
2/11..... Writer spoke with owner who stated that he took vehicle in on 2/9 because over the weekend, the service air suspension warning came on for the third time. Owner claims that this has happened 3 times. Owner

was told that the problem was a result of ice on a sensor. Writer apologized for the issue and advised owner that regarding his brake warning and chime that according to one of our quality/engineering managers, his front collision warning system camera may need to be recalibrated. Owner thought that the camera recalibration was done once before but was not sure. Owner is currently in a rental that he is paying for. Writer agreed to reimburse owner once he gets out of the rental. Writer also called Brian (SA) who confirmed that dealer never did anything regarding the brake warning because they could never duplicate it. Writer requested that dealer perform the camera recalibration. Brian stated that they believe air suspension light was on because of the record snowfall in the area. Vehicle is not showing any fault codes or showing signs of air suspension problems at this time. Writer will engage STAR/TAPS just to be sure there are no other air suspension issues.
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-02-12 @ 09:44
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
2/17..... Writer called dealer and spoke with Brian (SA) who stated that owner picked up vehicle and advised dealer that the brake light is now on. Brian stated that he will call owner today and set up another appointment to have this looked at. Brian was not sure if dealer ended up turning off the front end collision warning system so that owner does not see the warning or hear the alert when going over a certain bridge or underpass. Writer requested that Brian follow up with writer once an appointment has been made for owner to bring vehicle back in.
2/19..... Writer left a message for Brian (SA) requesting a call back with an update on whether owner came back to the dealership to address the brake light issue.
2/20..... Brian called writer to advise that owner said he will bring vehicle back to dealer at a later date. Writer closing case for now.
3/24.... Owner contacted writer to advise that DEF light is now on and vehicle was taken back to the dealership. Owner is frustrated over the number of issues he is having with the vehicle and the frustration and inconvenience it is causing him. Writer sent owner and email advising him that writer would contact Dana (SM) at the dealership today to get an update and would then follow up with owner.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - Top Care
Writer attempted to contact Dana (SM) but had to leave a message requesting a call back with an update.
3/25..... Writer attempted to contact Dana Perento (SM) but had to leave another message requesting a call back with an update.
3/27..... Writer spoke with owner and offered replacement and explained terms (MSRP - MSRP + tax on the difference). Writer advised owner that process could take a month to complete and that writer would find out who from selling dealer will be working with owner and buyback team in completing the process. Writer left a message for Rob Pisarno (sales manager) advising of the situation and requesting to know if he would be the dealer contact to assist with replacement.
Writer advised by Rob Pisarno that Mohammed Sabir from the dealership would be assisting with the replacement. Writer advised owner and sent Mohammed an email requesting that he contact owner today or 3/30 to begin the search for a new vehicle. Writer submitted replacement template and will close case.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM5 | FC6[redacted] | ***Open Date*** | 02/05/2015 | ***Built Date*** | 12/09/2014 | |
| ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 01/16/2015 | ***Mileage*** | 200 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41650 | NATIONAL DODGE INC | | | |
| ***Dealer Address*** | 2223 N MARINE BLVD | | | | |
| ***Dealer City*** | JACKSONVILLE | ***Dealer State*** | NC | ***Dealer Zip*** | 28546 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | JACKSONVILLE NC[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Brakes - Unknown - Other - Unknown | All four brakes locked up due to forward collision warning |
| Corporate - Survey By-Pass - Duplicate CAIR - Default - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Faulty Crash Mitigation System 2015 Grand Cherokee
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Comments:
All 4 tires locked up nearly resulting in death. Recently my wife was driving our new 2015 Jeep Grand Cherokee Overland when suddenly the crash mitigation system activated for no apparent reason. There were no vehicles towards the front of the road at the time and nothing at all in front of the vehicle as far as animals or obstacles. The incident could have turned out badly had there been any vehicles to the immediate rear. She nearly had a heart attack and had to pull over she was shaking so bad! She immediately contacted support through the vehicles UConnect and reported the incident. She called me (Currently overseas) and I advised her to deactivate the system using the dash control. We currently have it scheduled to go back to the dealership but even one of the mechanics there stated that there were only recently certified and would have to research the issue. Frankly, this has all been a nightmare because of long delays in the ordering process because of the much delayed diesel engine and poor local dealership service. Additionally, we were promised by corporate executives compensation packages that never occurred. I have been more than patient with the administrative delays however the safety concerns that endanger my wife may result in legal action if this cannot be resolved.
*****END OF CUSTOMER EMAIL*******
Contact dealer 41650 at 910-347-3777 Spoke with SA Marshall requested to have further review on the if customer has been in for a diagnoses at this time. Customer has not been in yet. Agent requested any information on how the Crash mitigation system is to operate. SA Marshall stated he would have to research the concern further but without

the vehicle to diagnose Dealer 41650 is not able to determine if the customer vehicle is operating normal.
Dear William,
Thank you for contacting the Jeep Customer Assistance Center.
I am sorry to hear of your wife s concerns in regards to the Forward Collision Warning activating for unknown reasons. I have reviewed our system to locate what the normal operations are in regards to this feature and have found the following.
Forward Collision Warning (FCW) Active Braking If Equipped
The FCW system includes Advanced Brake Assist (ABA).
When this feature is selected, the ABA applies additional brake pressure when the driver requests insufficient brake pressure to avoid a potential frontal collision. The ABA system becomes active at 5 mph (8 km/h).
Forward Collision Warning (FCW) Active Braking If Equipped
The FCW system includes Advanced Brake Assist (ABA).
When this feature is selected, the ABA applies additional brake pressure when the driver requests insufficient brake pressure to avoid a potential frontal collision. The ABA system becomes active at 5 mph (8 km/h).
As such it does appear the system operated as designed, but due to the concerns your wife reported I do strongly advise you have your dealership review the concern to diagnose if this is normal operating or if there is a concern. After the vehicle is diagnosed by your dealership please do contact us at Jeep if further review is required.
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,
Heather
Customer Service Representative
Jeep Customer Assistance Center
******END OF CAC EMAIL******
Close no diagnoses please see duplicate cair [redacted]

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJGX | FC[redacted] | ***Open Date*** | 02/09/2015 | ***Built Date*** | 09/28/2014 | |
| ***Model Year*** | 2015 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 12/30/2014 | ***Mileage*** | 2,035 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***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*** | 66667 | DAVID ELLIS CHRYSLER JEEP | | | |
| ***Dealer Address*** | 21422 ROSCOE BOULEVARD | | | | |
| ***Dealer City*** | CANOGA PARK | ***Dealer State*** | CA | ***Dealer Zip*** | 91304 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | CALABASAS CA [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - uConnect Cellular System - Navigation - Default | Customer states UConnect navigation stated please wait till the next day. |
| Product - Electrical - uConnect Cellular System - Other - Default | Customer states UConnect will not let call be ended with out disconecting |
| Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default | Customer states from D1 to D2 jerks |
| Product - Brakes - Anti-Lock Brake System - Defective - Default | Customer states her vehicle started braking with no one in front of her. |
| Product - Electrical - Remote/Key Fob - Default - Default | Customer states key fob was flashing key not recognized. |

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle just started braking with no one around and for no reason. Customer states this is a no duplicate issue. Customer states vehicle has had key and navigation system issues. Customer states it is a computer system. Customer states she may get a rental vehicle. Customer would like to make Chrysler known of the issue. Customer has brought the vehicle in twice. This will be the third time and the can not repeat the issue.
Customer states the transmission kicks, from D1-D2 also. Customer states they did an update and that did not help. Customer has UConnect issues. Customer states UConnect will not let call be ended with out disconnecting. Customer states UConnect navigation stated please wait till the next day.
Briefly summarize what the customer is expecting: Customer is seeking vehicle repaired and to stop doing this.
Agent apologized and advised contact the closest dealership to have vehicle looked at.
Agent also advised I can contact the dealership and see what's going on.
Agent spoke with S.A Brian. SA states customer can book an appointment.
Agent put customer threw to book an appointment.
Agent advised customer it will be forward off to are case management to

assist with duplicating the issue.
***REQUEST FOR SPECIAL HANDLING***
NIC of TL consulted: RO188
Reason for special handling request:
Current location of the vehicle: dealership
Date of last repair attempt: January 31st
Customer s preferred method of contact: phone
Customer phone number (Morning): 3[redacted]
Customer phone number (Evening): same
Customer email address: [redacted]
Dealer code (if applicable): 66667
Dealer personnel involved (if applicable): Brian
Assigned case to 88FÙ for Special Handling
Customer called in to state that she is dropping the vehicle off at the DLR. Agent advised Customer he would document this for her.
Vehicle is at the dealership - DAVID ELLIS CHRYSLER JEEP (66667)
Update triggered by S08409N
* * * * * * * * * Case Management - District O* * * * * * * * *
OOW: no
MVP: 5 YRS / 100,000 MILES MAXIMUM CARE
Household: 1 new 0 used
Agent attempted to contact dealer Service Manager Edder, however, SM not available. Left message for a return call at extension 40755
The reason for the dealer contact was to provide or request the following information: First contact.
Writer contacted service department and spoke with SA Brian, advised SA and SM are the only ones in shop. SA stated has not got diagnosis yet advised call back on 2/11/2015 writer understood.
Status update provided via email to the following email address: [redacted]
Hello, this is Paul your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. My office hours are 8:00 AM 4:30 PM (Mountain Time). My contact information is 800.763.8422 EXT 40755.
Please contact me so we can discuss your case.
End of Status Update
Customer contacted writer stated vehicle is at dealer DAVID ELLIS CHRYSLER JEEP 66667 customer has loaner vehicle. Writer advised call back on 2/12/2015 per waiting for diagnosis. Customer understood.
Agent attempted to contact dealer Service Manager SA Brian, however, SM not available. Left message for a return call at extension 40755
The reason for the dealer contact was to provide or request the following information: are repairs complete.
Status update provided via email to the following email address: lvjar@aol.com
Hello, this is Paul, your case manager touching base regarding your grand Cherokee; I have reached out to the dealer however, I had to leave a message. Your case number is [redacted] my contact number is 800-763-8422-Ext 40755. Please call me.
End of Status Update
Writer contacted SM Edder, states SA Brian has opened a star case for this however, writer is not seeing one yet. SM Edder advised he needed to do some research and would have SA Brian call writer back.
Customer called writer states dealer still diagnosing vehicle, customer states rental is good and has no issues.
SA Brian contacted writer, states they have not been able to duplicate early brake issue and states transmission is not normal, SA states customer had one instance of bakes coming on. SA states they are holding on to the car for a few more days for further diagnosis. Writer understood
**********Supervisor Call**********
Writer received a call from the customer. Customer stated that the braking system was putting itself into effect when it was not necessary. Customer stated that engineers have advised that if the dealership is not able to duplicate the issue that they cannot repair. Customer stated that she will be retrieving her vehicle from the dealership. Customer

requested to have case escalated. Writer advised that CM and dealership will work together to address customers concerns and that CAC is the correct department. Customer stated that her vehicle feels unsafe. Writer apologized and advised that if any issues occur in the future that customer can contact CAC. Writer advised that the dealership cannot repair the vehicle without a point of failure being found and would not release the vehicle if they feel it is unsafe. Customer stated that she is dissatisfied and will contact dealership.
**********Supervisor Call**********
Agent attempted to contact dealer Service Manager Edder, however, SM not available. Left message for a return call at extension 40610
The reason for the dealer contact was to provide or request the following information: Advise of conversation with customer.
Customer contacted writer, states she is very unhappy that dealer cannot duplicate issue with brakes, customer wanted to escalate case and wanted to speak with supervisor. Writer transferred call to 40610
Was the customer in a rental? 7 If yes, how many days?
Did the customer have a co-pay? none If yes, how much?
What is the RO #? 1[redacted]
Does the SM have the CAIR #? If no, provide it.
Review and Confirm the DM Notes with the SM while on the phone. no
Does the SM have everything needed from Customer Care to process the claim? yes
Writer contacted SM Edder, advised they cannot duplicate brake issue and released vehicle to customer.
Writer contacted AM JCS9, AM stated if issue cannot be duplicated and star has no fix there s nothing we can do, writer understood.
Mrs., [redacted], this is Paul your case manager at jeep customer care. I truly am sorry the dealer could not duplicate the brake issue for you. I sending this as we are going to close your case, if you have any other issues please call on us. If you have any other issues I can help with let me know.
Status update provided via email to the following email address:
[redacted]
Mrs. [redacted] this is Paul at Chrysler care, could you call me at your convenience, I would like to discuss your case please. my number is 800-763-8422 EXT 40755.
End of Status Update
Customer called writer, stated she would like 2 year oil change.
EC23N contract created. Contract number is [redacted].
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT9 | FC[redacted] | ***Open Date*** | 02/10/2015 | ***Built Date*** | 10/19/2014 | |
| ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 01/09/2015 | ***Mileage*** | 1,221 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 26550 | BOB BAKER CHRYSLER JEEP | | | |
| ***Dealer Address*** | 5555 CAR COUNTRY DR | | | | |
| ***Dealer City*** | CARLSBAD | ***Dealer State*** | CA | ***Dealer Zip*** | 92008 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | OCEANSIDE CA [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Dealer - Service/Body Shop - Transaction - Other - Default | Customer displeased with dealership |
| Corporate - CNA Change - Default - Default - Default | Updated information |
| Corporate - Survey By-Pass - Duplicate CAIR - Default - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Displeasure with Jeep Chrysler and a 2015 Grand Ch
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
To whom this may concern, I am writing to voice my displeasure with Jeep Chrysler and a 2015 Grand Cherokee Overland VIN 1C4RJFCT9FC6[redacted] at which I entered a 39 month lease agreement. Displeasure and safety concerns of the 2015 Overland: Jan 8, 2015, I purchased the vehicle mentioned above from Motor Village LA located in Los Angeles, CA. On or about Jan 16th, I started to experience the first of many troubles. At first the issue was that my car would not start when I pushed the start button. Though the vehicle contained an automatic transmission, the onboard computer system thought the vehicle was a manual transmission. After several attempts, I was able to get the car started. Afterwards, the Malfunction Indicator Light (MIL) remained on throughout my drive home. The following day after vehicle start-up, the MIL did not illuminate. However, it was at this time the radar sensor for my Adaptive Cruise Control started to malfunction. Shortly after, the MIL illuminated again and remained for the day. On Jan 22, 2015, while 'driving', the engine shut off on me while driving down a road close to my work resulting in blocking traffic because I was not able to steer off to the side of the road in time. On Jan 28, 2015 when I attempted to bring the vehicle in for a system check I was unable to start the vehicle because once again the computer believed the vehicle was a manual transmission vice an automatic. I.e. 'Push in the clutch to start the vehicle'. Subsequently a tow truck was called and the vehicle was then towed to the local dealership. Displeasure with Jeep Chrysler: Since my car has been in the shop at Bob Baker Jeep/Chrysler/Dodge located in Carlsbad CA, I have made an attempt to call the dealership that I bought the vehicle from to try to get a one for one exchange. I talked to the Finance Manager Ahmad and explained the situation to him. He informed me that he

would talk to the Sales manager and see what they could do. I have yet to receive a call back. I then called the sale man who sold me the vehicle to explain my situation. He informed me that I needed to talk to Chris Mullian, who was currently out for the weekend but to try to call back on Monday to reach him. I then tried to call to talk to him but instead talked to Jesse Betts, who said he worked with Chris and would leave my name and number on his desk so that he could return my call. I have yet to hear from him or anyone. The first time I called the service department at Bob Baker Jeep/Chrysler/Dodge, I was told that the technician had to call the jeep engineers. Since then, I have tried numerous times talk with my service advisor; leaving messages only to have them ignored. I am only able to reach him by his personal cell number which he leaves in his message. The service department has not made an attempt to keep my up-to-date on anything that is going on with my vehicle. I attempted to call the next two days and got no answer or return call. When I finally got an answer from the service advisor on Monday, I was told that the vehicle popped 15 different codes and needed several software updates and is now being driven with a monitor on the system while my radar sensor is on order. I have no idea who is driving the vehicle and since I leased the vehicle I am limited to the miles that I am allowed to put on the vehicle. It has now been a week since my last conversation and I have not heard anything from the dealer about the status of the repair. Additionally, I feel like I have been jerked around by other dealerships when attempts have been made to get help for my vehicle; I.e., €œit €™s not my problem € and
that I had to find a tow truck to get the vehicle to the maintenance shop. To date, the vehicle has been in the shop for a total of 14 days with limited updates. The vehicle was purchased for day to day use and as a reliable transportation to and from work. Due to the negative experiences and safety concerns within the 20 days of purchase/lease, I feel this particular vehicle is no longer reliable and most importantly for me and my family, 'safe'. As an active duty service member serving as a 18 year United States Marine, I know and understand honor courage and most importantly, commitment. I absolutely have no desire to terminate my lease agreement with Jeep Chrysler; due to my concerns, I request that the cooperation live up to its reputation and simply exchange the problematic vehicle with another one. I can be reached at [redacted]
*****END OF CUSTOMER EMAIL******
VIN: FC645668
Mileage: 1221
Servicing Dealer: Bob Baker
Title:
First Name: [redacted]
Middle Initial:
Last Name: [redacted]
Address 1: [redacted]
Address 2:
City: Oceanside
State: CA
Zip: [redacted]
Email: [redacted]
Home Phone: [redacted]
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
We regret to hear that you are having concerns with your vehicle as well as with Bob Baker s dealership.
The handling of your case will require a call to the dealership. Unfortunately, the dealership is currently closed. What I am going to do is assign your case to an agent that will contact the dealership on your behalf. We will be contacting you once the Dealer has been contacted to provide you with an update.
This will ensure that your concern is reviewed as quickly as possible.
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,

Melissa
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
Reason for Dealer Contact: To find out the cause of the stalling, the last time the vehicle was at the dealership, if the dealership discussed a trade with the customer and if there has been any other concerns mentioned from the customer.
Dealer Code: 26550
Dealer Personnel Required: SM or SA
Customer s Preferred Method of Contact: Phone or email
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address: [redacted]
Reason for assigning to Resolution Team: Dealership closed
Assigned to 86T
Agent spoke with SA Jim Ramsey who attempted to find information on the vehicle, however the information in the system was from a long time ago. SA attempted to get agent over to the Service Writer Jason Sheppard, but he was unavailable, as agent got him VM.
Agent awaiting further dealership contact
Customer has called in and a case manager is dealing with the customer, cair [redacted].

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG0 | EC1[redacted] | ***Open Date*** | 02/09/2015 | ***Built Date*** | 05/22/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/18/2013 | ***Mileage*** | 17,442 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PEP | DEEP AUBURN PEARL COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60313 | CRYSTAL CHRYSLER, JEEP, DODGE | CENTER | | |
| ***Dealer Address*** | 36-444 AUTO PARK DRIVE | | | | |
| ***Dealer City*** | CATHEDRAL CITY | ***Dealer State*** | CA | ***D aler Zip*** | 92234 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | BEND OR 9[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | CEL is on |
| Product - Electrical - Cruise Control - Defective - Default | cruise control randomly triggering brakes, accelerating vehicle |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler:customer called in because of new issues with the vehicle, specifically the cruise control system
Briefly summarize what the customer is expecting: customer is expecting to being looking into options to have this vehicle replaced.
customer states that they first noticed the problem a few weeks ago, that the vehicle had a check engine light and they had brought it into the dlr and had the issue repaired
customer states since that point they have attempted to use the cruise control the vehicle randomly triggered the brakes with no vehicle infront and no obstructions.
customer states that they had to hit the gas to get the vehicle out of cruise control to avoid an accident due to this
customer states since then his wife has attempted to drive the vehicle once and found it experienced a sluggish response to the gas almost sounding like it was starting to flood and then random acceleration
customer states that they have been patient and worked with us on this vehicle but now they are starting to question there safety.
agent reviewed case with tl and was advised as the customer is in the ecs program that this case would need to be escalated to them for further handling.
***Enhanced Customer Satisfaction Team (ECS) ****
MR [redacted] called in. Customer alleges that customer has had mutable concerns with vehicle and is scared to drive vehicle. Customer alleges that customer was on a freeway and customer was using cruise control.

Customer alleges that it was set to 70mph. Customer alleges that all of a sudden the vehicle slammed on its brakes. Customer stated that customer had to hit the gas to correct the issue. Customer alleges that it almost caused an accident. Customer stated that vehicle is at dealership. Customer stated that customer just wants vehicle to work right. Customers Wife Mrs. Walton got on the phone and stated that she is scared to drive vehicle. Customer stated that CEL is on. Customer stated that customer would like vehicle replaced because customer stated that this is a safety concern.
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
history to determine if their request merits further action and that due
to
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 Husband K[redacted]#[redacted]
Preferred Afternoon/Evening call back number is [redacted] #[redacted]
Who has possession of the vehicle? Dealership
Reassigned to 91L
Dealer code: 60313
POC Name and position: Danny/SA
POC number: ext. 5156
POC e-mail:
Current mileage: 17442
Customer concern: 1) engine lost power pushed on the gas pedal the car surge then blog down again 3x 2) at freeway speeds with adaptive cruise car stopped rapid with nothing in front of vehicle. 3) Under hood seal missing 4) 911 message to see dealership displayed on dash
Dealer Diagnosis: 1) NPF 2) NPF 3) Vehicle built this way 4) Need update to continue diagnosis.
Recommended repairs: 1) NPF 2) NPF 3) Vehicle built this way 4) Need update to continue diagnosis.
Is the customer in a rental? Yes
Is the customer waiting? No
Customer name: [redacted]
All customer contact numbers: 5[redacted] only numbers
Writer advised SA Danny I would send this up to the TS.
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-02-11 @ 11:54
[redacted] called requesting to speak to a CM because he was told 1-2 business days and has not gotten the call back yet. Writer explained that it would be noted and gave the number to call per A/C 17118.
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted] FOR INFORMATION
*** Angel with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Angel directly at 214-583-2164. Thank you. ***
**Called Crystal Chrysler, Jeep, Dodge Center (60313) LVM for SM Bob Knight requesting a return call as nobody in the Service Department would take a call
**Placed initial call to customer ([redacted] LVM stating that their case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my number for a return call and advised I would call again 2/13/15
**Customer LVM stating he did not receive a call and to call him back at [redacted]
**Called customer back and updated his concerns
**Advised customer I will contact Crystal Chrysler, Jeep, Dodge Center (60313) for a status
>>>>>>>>>Customer stated that he is seeking Replacement<<<<<<<<<
**Advised the customer that our first priority is to repair the vehicle

and secondly we look at other options available outside of the repair and he understood.
**Called 60313 spoke to SA Danny and updated RO History. Still waiting for diagnosis of ACC
**Follow up 2/17/15
CAIR ESCALATION UPDATE
SEE STAR CASE# 1[redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted] FOR INFORMATION
**Called Crystal Chrysler, Jeep, Dodge Center (60313) LVM for SM Bob Knight as nobody in service answered the phone
**Called customer ([redacted] who requested I callback tomorrow at 4PM CST
CAIR ESCALATION UPDATE
SEE STAR CASE# 1[redacted] FOR INFORMATION
Status update provided via email to the following email address:
[redacted]
Good evening Mr [redacted],
Your vehicle is still being diagnosed at Crystal Chrysler, Jeep, Dodge Center.
I will follow up with you 2/23/15 unless I hear something sooner.
Respectfully,
Angel
Case Manager
214-583-2164
End of Status Update
**Reviewed STAR CASE# 1[redacted]
**Sent email to customer
**Follow up 2/23/15
CAIR ESCALATION UPDATE
SEE STAR CASE# 1[redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# 100257574 FOR INFORMATION
Customer left message and would like a call back at [redacted]
Customer left message requesting return call at [redacted].
**Reviewed STAR Case
**Called and spoke to SA Danny at Crystal Chrysler (60313) who stated customer s vehicle is ready, customer is in a rental and refuses to pick up the vehicle
**Updated DM Notes to cover rental from 2/7/15 - 2/25/15
**Called customer [redacted], went over STAR diagnosis
**Customer stated he is very concerned about 1) the engine losing power and surging and 2) adaptive cruise control applied the brakes
>>>>Customer states that he is afraid to drive the vehicle and no longer wants it<<<<
**Advised customer that he will need to return the rental by close of business today otherwise he will be charged for the full price. Customer said he will return it and rent a less expensive vehicle
**Advised customer that I would like to review his case further and follow up 3/3/15
**Called Crystal Chrysler (60313) spoke to GM Rick Welty who agreed to participate in CDI.
**Provided GM with customer s name and VIN
**Called customer ([redacted] and offered and explained CDI
**Customer asked if I am suggesting he needs to buy a new car and I advised no.
**Customer declined the offer and stated the specifics of Lemon Law in Oregon and said he intends to pursue
**Apologized to customer that we were not able to satisfy him and read the Arbitration Statement and provided the contact information.
**Advised customer I am closing his case
**Customer thanked me for my assistance
Begin Customer Message reviewed:
Angel: From: [redacted] case #[redacted].
I received a call, this morning, from Dani Akkerman at Crystal Chrysler Palm Springs, California. Dani informed me that he received a call from

Chrysler headquarters asking me to pick up my car. I still have several questions, regarding the car, and will not be picking it up at this time. My wife and I still have grave concerns regarding the cars safety, not to mention all of the other problems we have experienced. We believe the car has not lived up to Jeeps high level of reliability, customer satisfaction and SAFETY.
In addition to a phone call, from you or your supervisor, I am requesting a complete service history to be in my hands as soon as possible. This history should include each time the car arrived at the service center, the problems that needed to be addressed, corrective action taken, and the date the car was returned to me. I did request this information from Crystal Chrysler, it was incomplete and lacked the detail I mentioned above.
I will be looking forward to receiving the information, I have requested, via my Email [redacted] My telephone number is [redacted]
Please note that I will continue to use the Enterprise rental until we have spoken and resolved outstanding issues.
Att. Angle
From--[redacted] Case #[redacted]
Per our conversation last week I have been awaiting a phone call from you since 8:00am PST. Tues. 3/3/2015.
Please contact me ASAP and let me know the status of our lemon law qualified car. If you are still waiting for todays decision please let me know when you will be able to call me.
phone---541 480 5812
Kent Walton----10:30 PST.
End of Reviewed Customer message
**Above email received 2/25/15
**Advised customer on 3/3/15 to contact the dealer for copies of RO s and he said ok
**Closing case

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG9 | EC[redacted] | **Open Date** | 02/16/2015 | **Built Date** | 04/05/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/22/2013 | **Mileage** | 11,874 | **Dealer Zone** | 42 | DETROIT | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PFS | CASHMERE PEARL COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

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|---|---|---|---|
| **Dealer** | 66487 | JAKE SWEENEY CHRYSLER JEEP DODGE, | INC. |
| **Dealer Address** | 85 W KEMPER RD | | |
| **Dealer City** | CINCINNATI | **Dealer State** | OH | **Dealer Zip** | 45246 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | CINCINNATI OH 4[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | Adaptive cruise control |
| Product - Electrical - Unknown - Other - Default | Forward collision warning |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

CQI Survey Record Received - DATE : 02/16/2015
Survey Number : 4979274
Quality Survey ID Number: 286653739
Survey Date : 02/13/2015
VIN Last 8 : EC152977
CQI Comments : \513-561-0815
Did Customer ask for call back? Yes
Did Customer specify Email or Phone: Phone
Customer s Preferred Method of Contact: Phone
Preferred call back number is: [redacted]
Preferred Email address: s[redacted]
Mileage Updated? n/a
Dealer code: 66487
Reason Codes Added? Yes
Summarize Customer concern: Adaptive cruise control
Forward collision warning
Is the Concern for Radio only? If Yes, sent to 86UÙ
Is the Concern regarding a Fiat?If Yes, sent to 86FÙ
Reassigned to: 86T
Status update provided via email to the following email address:
s[redacted]
Hi ,
My name is Neela, and I am following up on a survey that you recently completed regarding your 2014 JEEP GRAND CHEROKEE .
I have contacted JAKE SWEENEY CHRYSLER JEEP DODGE , and spoke with Service Advisor Karen in the Service Department, who has advised that the last time you were at the dealership was 08/05/14 , however, you have not been back since, and the dealership was unaware that you were

having issues with your vehicle.
We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.
Given the many variables involved, we are unable to diagnose your vehicle s problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from JAKE SWEENEY CHRYSLER JEEP DODGE please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Jeep Customer Assistance at 877-426-5337.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles.
Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.
Thank You,
Neela
End of Status Update
*****OUTBOUND DEALER CONTACT *****
Dealer Code: 42-66487 View dealer plan Dealer Name : JAKE SWEENEY CHRYSLER JEEP DODGE,
Dealer Phone : 513-782-1000
Writer called the dealership and talked to Karen in service. The SA confirmed the vehicle was at the dealership on 08/05/14
Mike Smeg in Cincinnati just got an email responding to a survey contacted the DLR about a problem since Aug. 5th. Customer states he has invoices dealing with his problem.
Was sent a survey and filled it out. Customer finds the issues with the vehicle more of an irritant than serious problems. Writer explained that we do not collect input for these types of dealer surveys. They are handled through a third party, not Chrysler corporate. This is not a new owner Survey.
Customer states he has an invoice from Sep. 24th, 2014 from Jake Sweeney dealing with the issues described in the above cair. In Aug. 2014 customer went for lube and oil. Then after 6000-mile trip, he got the Adaptive Cruise Control problem. First noticed this on a long trip, the Adaptive Cruise Control problem. On the long trip, it happened every 250 miles. He knows electrical systems well and thinks that the cycle is something overheating, shuts itself off, then starts working again. Sep. 23 and Sep. 24th the vehicle went through full diagnostics. 'No STAR case and no resolution' was written on the paperwork he received.
Customer will not take his car to a DLR until MARCH 2015. Writer said to call us back then with the case # when he is at the DLR and we will send up his case if the issue remains unresolved after a rediagnosis. DLR can open an engineering case the next time and reach out to engineering group of Chrysler. Customer understood.
Writer consulted answerconnect #18470.
Very dissatisfied with this feature of the vehicle.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG1 | EC3[redacted] | ***Open Date*** | 02/16/2015 | ***Built Date*** | 12/23/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/22/2014 | ***Mileage*** | 5,255 | ***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*** | 45562 | ATLANTIC CHRYSLER DODGE JEEP RAM | | | |
| ***Dealer Address*** | 130 SUNRISE HWY | | | | |
| ***Dealer City*** | WEST ISLIP | ***Dealer State*** | NY | ***Dealer Zip*** | 1795 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | NORTHPORT NY 1[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Defective - Default | Adaptive Cruise Control/Forward Collision Warning Malfunctions |
| Corporate - E-Reimbursement - Default - Default - Default | |
| Corporate - Reimbursement - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler:
Customer states the vehicle has been to the shop for the Adaptive Cruise Control disengaging, Forward Collision Warning Indicator Activating 'Brake' Warning.
Customer states the dealer had the vehicle for over 2weeks for past service visit totaling 18days of service.
Customer states if the vehicle reaches 30days at the dealer for service he will file for LL.
Briefly summarize what the customer is expecting:
Customer seeking resolution of the vehicles concerns
Agent apologized for the concerns.
Agent advised would need to contact the dealer for clarification of the vehicles concerns.
Agent contacted dealer and spoke to SA Steve who advised the dealer has been working with STAR, Road tested following service repair and issue determined to be resolved.
SA states they have replaced the Coded Sensor from Diagnostic tests however issue still present.
Agent spoke to service rep in regards to return diagnostic and was advised next scheduled appointment to be 03/2015 but does also have drop off appointment availability. Dealers concern would be loaner vehicle availability should the customer use drop off.
***
Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is 6[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N?A
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code? 23153 -- WESTBURY JEEP
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
Mileage: 5255
New: 4 Used: 0
Service contract: LEASE WEAR AND TEAR
CALLED Linda and Steve, SA to get information on the vehicle. Neither were available, left detailed message and contact number for both.
CONTACT UPDATE - CALLED customer at [redacted] Customer states that there are two issues.
1. The cruise control is working find. The adaptive cruise control is not. The adaptive cruise control will send a message on something that is not happening and disengage.
2. Cruise avoidance system. The system is working driving along with no one an nothing around the the system flashes Brake, Brake, Brake like there is an active immeditate danger. This is very alarming and not what he expects out of the top of the line vehicle.
WRITER will speak to Steve, SA and will also send a unresolved concern to alert the business center of the issue. Customer would like the AM to come out and look at the issue. The matter needs to be resolved. This will be the 4th attempt to resolve the issue.
Customer called in frustrated requesting to talk with a supervisor. Customer states he has been calling CM PR628 and leaving her messages and he has not receiving a call back. Customer states the case is going nowhere and he wants answers. Writer informed the customer that a supervisor will contact him before the day ends today. Customer also states and wanted writer to notate on file that if no one contact him back today the next two steps for him are to file for a lemon law and to contact the state general attorney. Best contact phone number is (631) 974-5926.
REASSIGNED TO BC/DLR 32 23153 02/20/15 12:15 O [redacted]
*****SUPERVISOR CALL*****
Writer contacted customer on phone number [redacted]6 and spoke with MR. [redacted]. Customer stated that he wants to meet with his Service Advisor and the AM all face to face and discuss what is the next option for his vehicle. Wrier explained that customers case has been sent as an unresolved concern and that does notify the internal resources. Customer stated that he wants his case also looked into for the lemon law cause he is just waiting for the 30 days to pass and then he will be filing.
Writer explained that customers request will be sent and customer will receive a callback on Tuesday 2/24/2015
********** 91L Review **********
QNA repair history:
1/13/14 at 4373 miles -- Complaint: Sensor not working Cruise control drops out Repair: Reprogrammed Bcm and ATC modules. Could not duplicate problem with collision Sensors issue no codes.
2/2/15 at 5279 miles -- complaint: Crash advoidence light came on and is disabled the adaptive cruise control. Repair: Park sensor found faulty. Replaced Front bumper facie and replaced park sensor.
# # # # # # # # # DIRECT-TO-DEALER # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is:
1. The cruise control is working find. The adaptive cruise control is not. The adaptive cruise control will send a message on something that is not happening and disengage.
2. Cruise avoidance system. The system is working driving along with no one an nothing around the the system flashes Brake, Brake, Brake like

there is an active immeditate danger. This is very alarming and not what he expects out of the top of the line vehicle.
Action requested: Open a star case. Customer is requesting to bring the vehicle into the dealership and request the Area Manager to come to the dealer on the same date and meet with the customer
and evaluate the concern.
Please update this CAIR with resolution.
##########################################
****ATTENTION CUSTOMER CARE AGENT****
This customer has contacted Customer Care seeking Lemon Law buyback/replacement. Preliminary research has determined this vehicle warranty history does not merit further review. Please continue case management in an attempt to resolve the customer s concern and/or issues.
REASSIGNED TO BC/DLR 32 23153 02/20/15 18:43 O [redacted]
CALLED customer at [redacted] SPOKE with the cu er and he states that he wants this issue taken care of. It has been a work and nothing has been done. Let the customer know that the case was forwarded for his replacement request and the next step is to continue to resolve the customer s concern. An unresolved concern was sent to the dealership with the request for the AM to come to the dealership to look at his vehicle.
Writer will be calling the dealership and speak with about the request and see about the case open with the technical department.
Steve is the SA.
SPOKE with Linda and requested that a star case be open and a request to be made to AM to come and check the vehicle and it issue when it is at the dealership. Requested that SA call the customer and set up an appointment.
CALLED customer at [redacted] SPOKE with the customer and he states that he wants this issue taken care of. It has been a work and nothing has been done. Let the customer know that the case was forwarded for his replacement request and the next step is to continue to resolve the customer s concern. An unresolved concern was sent to the dealership with the request for the AM to come to the dealership to look at his vehicle.
Writer will be calling the dealership and speak with about the request and see about the case open with the technical department. Customer is also requesting that the AM come in and look at the issue while the vehicle is at the dealership.
SENT email to AM with customer s request.
[redacted] has been activated for text message communication.
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0435PR******
Spoke to Linda at the dealer. She will have Steve open a case with Chrysler s technical department. They will make a request to the Area manager.
Pat
*****END OF TEXT MESSAGE SENT TO CUSTOMER******
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0435PR******
I have sent an email to the area manager with your request to have him come to the dealership and to call you.
Pat
*****END OF TEXT MESSAGE SENT TO CUSTOMER******
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0435PR******
Steve your service advisor will call you to set up a time to bring the vehicle back to the dealership.
Pat
*****END OF TEXT MESSAGE SENT TO CUSTOMER******
EMAIL address for customer: [redacted]
Customer: called requesting to speak with a supervisor. Writer transferred call to Supervisor: 40654.
*********SUPERVISOR CALL**********
Customer called to state he is very frustrated and that he has not been contacted by the dealer for an appointment or been contacted with an update from his CM. Customer states he also wants an AM or a TA to come

to the dealer to look at the vehicle along with the SM and customer. Customer feels he is being ignored, because the deealer won t return his calls, and the vehicle has been in the shop for so long. Customer states the vehicle is still in his possession at this time, and he doesn t really want to take it back to the dealer again. Writer advised customer that in order for the dealer to bring AM or TA or anyone out to look at the vehicle, it will need to be at the dealership. Customer states he will attempt to contact the dealer to arrange an appointment to have the vehicle be seen again. Customer states he will take the vehicle back to the shop and leave it there to wait out the 30 days for Lemon Law. Writer advised customer his CM will contact the dealer again today and let them know he s waiting to be contacted to arrange for the vehicle to be seen, and update him as soon as she has information from the dealer.
Customer will be contacted by dealer for an update on status of vehicle.
CALLED Steve, SA to request that he call the customer and set up an appointment when the AM could also be present to look at the customer s vehicle. SA was not available, left detailed message and provided contract information.
CALLED customer at [redacted] Called to update the customer that the AM has reviewed his case and contacted the dealership and the dealer will be calling him with an update.
Spoke to Linda at dealer and she states that the customer has an appointment on 3/18/15.
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0435PR******
Confirming that you have and appointment at the dealership on 3/18/15.
Pat
*****END OF TEXT MESSAGE SENT TO CUSTOMER******
SPOKE with customer and he confirmed the appointment on 3/18 and is hoping that the AM can be stop at the dealership while the vehicle is there.
Text message received from [redacted]
Text message received from [redacted]
********** Start SMS Reply From Customer **********
Phone Number: 1[redacted]
Recieved Date: Sun Mar 08 10:58:56 EDT 2015
Text: 1/2Ù Yes, I do. Unfortunately I anticipate more of the same unless Westbury Jeep reaches out or receives outside help from Chrysler. Hoping this time that hap
Phone Number: [redacted]
Recieved Date: Sun Mar 08 10:58:56 EDT 2015
Text: 2/2Ù pens. I hope you can help make that happen. Thank you.
********** End SMS Reply From Customer **********
Follow up with the AM on Monday to make sure he remembers appointment at dealer on 3/18.
SENT email to remind AM of the appointment on 3/18.
SPOKE Linda at Westbury and she states that that found the problem with the vehicle was the Easy Pass. Took the Easy Pass off and test drove. Returned the vehicle to the customer.
Agent called customer.
Customer states that he is having a lot of issues with the vehicle.
Customer states that the issues have not been resolved and customer worries that his issues will never be resolved. Customer is frustrated that we cannot make the dealership do anything. Customer is upset that he is paying so much for something that he is not getting. Customer was wondering if we can help with car payments. Agent informed the customer that agent can see about
The easy pass did not resolve the issue. Customer wants the dealership to get outside help. Agent informed the customer of STAR, agent saw no STAR case open. Agent informed the customer that he can also take the vehicle to a different dealership. Customer states that he almost wants to leave his vehicle in the shop for 30 days and file for Lemon Law.
Customer states that the people he has been talking to is the Service Manager Tim. 516-333-2666 ext257. service advisor, Steve, 516-333-2666 ext 247
Agent informed the customer that the agent will talk to the dealership about opening a STAR case. Customer states that the easy pass is out of

the vehicle. Customer would like to have the front sensor, the main one, below the license plate, needs to be replaced.
Agent informed customer that agent will take over case until the case manager gets back.
Company Discount Handling Process, look at that for a possibility to help customer.
Agent scheduled a callback for 04/01/2015.
Agent called the dealership, SM was not avaliable.
Agent called dealership. Left message with SA and SM.
left extension 40605. To see if they have a STAR case open.
Agent called dealership. Got service advisor Steve.
Agent informed SA that the customer was stating that the issue was continuing to occur. SA states that the customer cannot have the adaptive cruise control on while driving in heavy traffic. That the brake light will come on, according to the SA. SA transferred me to another person.
Agent got voicemail. Agent left message.
Agent was advised by SA that the dealership was working with STAR.
Agent called dealership. Got service advisor Steve.
Agent informed SA that the customer was stating that the issue was continuing to occur. SA states that the customer cannot have the adaptive cruise control on while driving in heavy traffic. That the brake light will come on, according to the SA. SA transferred me to another person.
Agent got voicemail. Agent left message.
Agent called customer, customer stated that the issue is happening with nothing was around them. Customer is upset that he was being told the same information.
Agent advised customer that if he is so upset then he should get a second opinion. Customer was hoping to be able to get a rental with the dealer, agent informed the customer that agent can help with rentals, but cannot guarantee it, need to talk to the different dealership first.
Huntington Jeep, Long island. Is the dealership that customer wants to go to. Agent promised to call dealership and to see about setting up the customer for service and for rental.
Scheduled callback for 04/02/2015.
Agent called Huntington Jeep.
Agent spoke to service advisor Dave.
Agent was informing SA of the customers issue, SA advised to callback after SM was off of Lunch.
Agent stated that they would.
Huntington Jeep
631-673-0270
Agent called dealership, agent got service manager John.
Not currently accepting new customers. Owners policy.
Agent called GOLDY CHRYSLER DODGE JEEP RAM .
304-781-0555
Agent called dealership, got service advisor.
SA states they are taking in new customers.
SA states that it will probably not be till the middle of the month til they can, SA also states that there are a lot things that can set the sensor off. He would need a technician to look at it and test drive it, and or see if they can pull codes.
Agent informed SA that agent will talk to the customer about it.
HUNTINGTON BEACH CHRYSLER DODGE
714-841-3999
Agent called dealership, got service paul.
Agent informed Paul of the customers situation, Paul stated that they are booking for 04/07/2015. Agent will let customer know.
********Disregard Lines 267-280**********
Agent realized that these dealerships are in the wrong states.
Town & Country Jeep Chrysler Dodge Ram
(516) 796-5500
Agent called dealership, got service advisor, Jason.
SA states that they would be willing to take him. Next avaliable date is 04/14/2015.
East Hills Chrysler Jeep Dodge
(516) 621-9191

Agent called dealership, got service Joslyn.
Next available is within 2 weeks.
Atlantic Chrysler Dodge Jeep Ram
(631) 422-0123
Agent called the dealer ship, agent got service Melissa.
April 20th is the next available booking.
Smith Haven Chrysler Jeep Dodge
(631) 863-2000
Agent called dealership, got service advisor, Bob.
SA states that, 10 day waiting period. 863-2000 ext 2862 jen.
SA states that they do not turn work away.
Agent called customer, agent informed the customer that agent has some options for the customer. Customer wants to go with Atlantic Chrysler Dodge Jeep Ram. Customer states that he needs a rental or a loaner car, or he won t be able to do this. Agent informed customer that agent would look into it and see that they can do.
Agent called dealership, got service advisor Mellisa, she states that the SM will not be back in, till tomorrow.
Agent called dealership
Agent got service manager, Ron.
SM informed agent it will be a while before he can bring his vehicle in, will be the week of the 20th. Agent informed SM that customer informed SM that we are ok with that. Agent asked SM about rental, SM state that it would be $35 dollars a day. Agent informed SM that we would be happy to cover that when the customer brings vehicle in. Agent informed SM that agent will call customer and let him know to call the dealership.
Agent called the customer,
Agent informed customer of what the SM stated, Agent informed customer that we will cover the rental. Agent told customer that when customer gets close to the date that the customer will bring the vehicle in to the dealership, then we will talk to them about setting up rental.
Agent called customer for an update on the vehicle. No voicemail avaliable.
Agent called customer, customer states that he can t get ahold of the Service Manager. Agent informed customer that agent will call the dealership and try to get the customer a diagnosis scheduled, the adaptive cruise control also gives the customer a message that the lens is dirty when it is not.
Customer has free time on the week of the 11th, any time during that week.
Atlantic Chrysler Dodge Jeep Ram
(631) 422-0123
Agent called dealership. Agent got service,
Agent scheduled an appointment for may 11th at 8am for the customer to drop off his vehicle at the dealership for a diagnosis.
Agent called customer, and informed customer, that agent scheduled an appointment for may 11th at 8am. Customer informed agent that customer would like the appointment moved to the 19th or the 20th. That way the agent and the customer can talk the week prior about rental cars.
Agent called dealership, got service, rescheduled appointment for may 20th. For 8am.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40605. The reason for the customer contact was to provide or request the following information: To inform customer that agent rescheduled the appointment.
Agent called customer, was not able to get in touch.
Agent called customer, to get a status update on the vehicle, still having the same two issues, collision avoidance system activates for no reason, the adaptive cruise control will stop working after about 20 minutes on the highway. Customer states that he is very dissatisfied with that aspect of the vehicle. Customer states that he would like to get some restitution. Customer is leasing the vehicle. Customer states that he has a lemon, but that he will get nowhere with customer care. Customer is asking what the agent will do if the dealership is unable to duplicate the issue. Customer is tired of spending his time with this. Customer is stating that the agent is putting the customer thought the ringer.

Customer is stating that he wants to know what will happen if the vehicle cannot be fixed.
Customer states that he wants to have the vehicle replaced or to have his vehicle lease payments reduced retroactively to when he bought the vehicle. Customer states that he doesn t want a small amount. Customer wants it adjusted to something that matches a model without those features.
Scheduled a callback for 05/04/2015.
Customer is upset that the dealership is putting miles on his vehicle, customer is upset that the dealership is not replacing any parts. Agent said that they can look into that. Customer wants agent to have answer as to what possibilites that the agent can do for the customer.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40605. The reason for the customer contact was to provide or request the following information:
To update customer,
TL gave approval for to submit a 91L request.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40605. The reason for the customer contact was to provide or request the following information:
Agent called customer to see if he still was taking the vehicle to Atlantic Chrysler, and to submit a 91L review. And to see about having the customer send in documents to us so that we can look into reimbursing some of his car payments. Will need sales agreement to show the amount, and maybe some back statements to show that the customer has been making his payments.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2015-05-13 @ 13:27
Customer called agent. Agent asked for an upload of the customers lease agreement and proof that the customer has been making regular payments. Agent will call the dealership and see about setting up rental and then get back to the customer today.
Agent called dealership to set up rental.
Got service manager Rich
SM said that if we approve the rental then he will be ok with it.
Ok with 5 days of rental to start. SM wanted the agent to let the customer know that this dealership is not the previous dealerships, and that the surveys do matter and to not be harsh on the survey for something that they cannot control.
Customer seeking rental assistance because customer needs a vehicle to get home and has been having this issue for such a long time. Contacted Service Manager, Rich at 45562 to
discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental per Warranty guidelines
Rental authorization will be processed by CAC
REASSIGNED TO BC/DLR 32 45562 05/13/15 13:56 O [redacted]
***** Customer Document Received *****
Customer was informed that the rental was set up, customer wanted to make sure that he had no fees. Agent states that the customer shouldn t, but not sure. scheduled callback 05/20/2015.
Agent called to talk to the Service manager to talk about covering taxes if the customer gets a rental car instead of a loaner car.
Got Assistant Service Manager, Jake, ASM states that as long as he does not agree to the insurance then it should be covered totally. Agent gave ASM direct extension in case ASM needs help with anything.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40605. The reason for the customer contact was to provide or request the following information:
To let the customer know that he will be in a rental and that as long as he does not sign up for rental, it all should be covered.
Agent called the dealership to get an update.
Got service advisor Melissa, States that it looks like there is no diagnosis yet.
Agent called dealership to get an update on the vehicle.
Got Service Advisor Tom, vehicle has not been looked at yet.

Agent called customer to talk to the customer, let the customer know that the agent will schedule a callback for 05/21/2015.
Agent called to get an update on the vehicle,
Got Service manager Jake, SM states that the dealership did not find any codes, was able to duplicate issue, seemed to happen everytime the vehicle went under a sign, there was a scratch on the lens of the camera for the active speed control, and the sensor was not strapped in completely, SM also states that he put the ezpass above the lens for the cruise control, SM will road test it again, and will try it without the ezpass and see if the issue happens again, and will try to recalibrate the guardrail.
SM states that the sensor is one piece, can t just replace the lens. SM wants to put that on the backburner and see what the calibration does.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40605. The reason for the customer contact was to provide or request the following information:
Agent called customer, let the customer know that the dealership found that the sensor was not strapped in completely and that the dealership is calibrating the vehicle and checking to see if the ezpass is causing any interference. Also that the technician was able to duplicate the issue and it seemed to happen every time the vehicle passed under a sign.
Agent called dealership for an update,
631-422-0135 service department direct number. Service is busy.
Agent called dealership,
Got Assistant Service Manager, Jake.
The vehicle is repaired and the customer will pick up the vehicle. The issue was the lens not being strapped in and not being programed correctly.
TL BS899 approves reimbursment of one month of car payments for the customer.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40605. The reason for the customer contact was to provide or request the following information:
To update the customer on the vehicle and to offer one month reimbursement of Car payments.
Agent called customer. Customer states that he hasn t driven the vehicle very much. Customer states that he should have a better answer after test driving it some more.
Scheduled a callback for 05/29/2015.
vehicle complete owner accepted goodwill offer close.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40605. The reason for the customer contact was to provide or request the following information:
Agent called customer to verify the repairs, and to offer one month reimbursement.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40605. The reason for the customer contact was to provide or request the following information:
To check on the vehicle.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40605. The reason for the customer contact was to provide or request the following information:
To see how the vehicle is doing and to let the customer know that if agent does not hear back soon, then agent will have to close case.
Customer called agent, would like another week to drive the vehicle.
Customer wants to wait for the reimbursment till we talk again monday.
Scheduled callback 06/08/2015.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40605. The reason for the customer contact was to provide or request the following information:
To see how the vehicle is doing.
What has the customer specifically requested? To be reimbursed
If this is for a previously made goodwill decision, what is that CAIR #?
No
What is the total amount being reimbursed and the reasons why? $553.94, per customers request.

Customer accepts and verifies the check
should be mailed to the following name and address:
Robert Windwer
27 CLIPPER DR ,
NORTHPORT , NY- 11768-1550,
UNITED STATES
Customer is satisfied with the customer service that he has been
recieving.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.
All of the customer s concerns as documented in the reason codes
have been addressed with the customer.
Agent will call customer to let customer know when check is approved.
check approved

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | C4RJFCG2 | EC[redacted] | ***Open Date*** | 02/17/2015 | ***Built Date*** | 01/03/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/20/2014 | ***Mileage*** | 6,868 | ***Dealer Zone*** | 74 | DENVER | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60383 | COON RAPIDS CHRYSLER JEEP DODGE | | | |
| ***Dealer Address*** | 10541 WOODCREST DR NW | | | | |
| ***Dealer City*** | COON RAPIDS | ***Dealer State*** | MN | ***Dealer Zip*** | 55433 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | DULUTH MN 5[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Reverse Camera - Other - Default | Blind spot monitoring/warning system is broken/not working |
| Product - Fuel System - Fuel Tank - Other - Default | Fuel door difficult to open/close |
| Corporate - Goodwill Escalation Matrix - Escalated - Default - Default | Open STAR file |
| Product - Electrical - uConnect Cellular System - Other - Default | Text messaging broken/not working |
| Product - Drivability - Unknown - Other - Default | Vehicle pulls noticeably to the left/right |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Customer Contact Complete | |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |

CQI Survey Record Received - DATE : 02/17/2015
Survey Number : 4955632
Quality Survey ID Number: 286831935
Survey Date : 02/16/2015
VIN Last 8 : EC384627
CQI Comments : \507.226.3085
Customer Survey Comments:
1. Blind spot monitoring/warning system is broken/not working
Please indicate the trouble you experienced with the blind spot monitoring/warning system (check all that apply): The system unacceptably indicates vehicles in the blind spot when there are none. Occurs regularly when nothing is in my blind spot. It s happened in my own driveway and when no other vehicles are around me.
How often does this trouble occur? Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was: 8000 miles or above.
Please describe conditions when this trouble occurs: Nothing stands out
To the best of your recollection, the trouble was first noticed: More than 3 months after delivery.
2. Text messaging broken/not working
Additional Comments: Text messaging feature has never worked with my

vehicle. I ve had the apple 4s and 6plus. Neither phone has worked with this feature.
3. Vehicle pulls noticeably to the left/right
Vehicle pull is: Moderate.
To the best of your recollection, the trouble was first noticed: 1 to 3 months after delivery.
Trouble occurs while traveling at these speeds (check all that apply): Medium speeds (26-45 MPH).
High speeds (46 MPH and above).
Are you using your vehicle for towing when the problem occurs? No.
Approximate mileage when trouble was first noticed was: 1500 - 3999 miles.
How often does this trouble occur? Trouble occurs intermittently.
Trouble occurs while traveling in these road conditions (check all that apply): Clear/dry road conditions.
What direction does the vehicle pull when driving? Both Left and Right - Varies with conditions.
4. Fuel door difficult to open/close
Please indicate which of the following best describes your concern (check all that apply): Difficult to open.
Approximate mileage when trouble was first noticed was: 4000 - 7999 miles.
Please indicate where the fuel door trouble occurs: Fuel filler door release lever/cable.
To the best of your recollection, the trouble was first noticed: More than 3 months after delivery.
How often does this trouble occur? Trouble occurs intermittently.
*****
Did Customer ask for call back? Yes - Automatically populated by customer
Did Customer specify Email or Phone: Yes - Automatically populated by customer
Customer s Preferred Method of Contact: Phone or e-mail.
Preferred call back number is: [redacted]
Preferred Email address: [redacted]
Mileage Updated? N/A - Automatically populated by customer
Dealer code: 60383
Reason Codes Added? Yes
Summarize Customer concern: Blind spot, text messaging, vehicle pulls and fuel tank concerns
Is the Concern for Radio only? If Yes, sent to 86UÙ
Is the Concern regarding a Fiat?If Yes, sent to 86FÙ
Reassigned to: 86T
**Agent finds Open STAR file[redacted]. Reassigning to 88F
Status update provided via email to the following email address:
[redacted]
Hi Ms [redacted],
My name is Linda and I am following up with you regarding a recent survey that you completed regarding your 2014 JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY 4-DR.
We regret the problem your vehicle has experienced and appreciate the time and effort you took in bringing this matter to our attention.
Due to the nature of your concern, your file has been escalated to a case manager, who will contact you at the telephone number provided on file.
If you wish to be contacted at an alternate number please advise.
Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.
Thank You,
Linda
End of Status Update
Customer advised a call back is required and will take place within one 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: k[redacted]

Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? COON RAPIDS CHRYSLER JEEP DODGE 60383
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N * * * * * *
In Warranty
MVP: None
Household: 1 New 0 Used
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40564
The reason for the dealer contact was to provide or request the following information: To get more information regarding the vehicle.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40564. The reason for the customer contact was to provide or request the following information: To inform the customer of lines 97-100.
CLOSED LOOP UPDATE - no need for additional follow-up.
CONTACT UPDATE - Customer was contacted today at per lines 101-104. Customer was provided with agent s extension: 40564.
Disregard line 105.
Agent attempted to contact dealer Service Manager Steve, however, SM not available. Left message for a return call at extension 40592. The reason for the dealer contact was to provide or request the following information: Writer called for a status update on the vehicle.
Writer called the customer to get expectations. Customer stated that she keeps having new issues with the vehicle and does not feel safe in the vehicle any more. Customer asked if we would buy the vehicle back. Writer referred the customer to her blue and white handbook and stated that we would send the case for review to see what the next steps would be.
Writer stated that this in not filing and that we are giving no guarantees on the outcome. Customer understood. Writer stated that we could look into what we could do if the vehicle is repaired and stated that we would call back after we get information from the dealership.
Writer contacted the Service Advisor Raylee due to the Service Manager not being available. SA stated that they did the body control module and a camera. SM stated that they couldn-t duplicate the day time running light issue and the Auto bright diming issue. SA stated that the phone that the customer phone is not compatible with the radio texting capability.
Writer contacted the customer. Writer informed the customer of the above lines. Customer stated that she would like a call back on 2/24/15 with further information.
Agent attempted to contact dealer Service Manager, however, SM not available. Left message for a return call at extension 40564. The reason for the dealer contact was to provide or request the following information: Writer called to see if the dealership had duplicated the issue.
correction to line 128 date meant to be 2/25/15.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40564. The reason for the customer contact was to provide or request the following information: To inform the customer that further research is needed.
Writher contacted the night Service Manager Jay. SM stated that the BCM and the forward facing camera module was replaced. SM stated that they could not find anything wrong with the texting feature of the vehicle tested out working and that it could be due to the customer s phone. SM stated that they replaced the right front head lamp assemble and did an alignment on the vehicle. SM stated that the order number is #[redacted] SM stated that the customer lives 200 miles away and that they will most likely reunite the vehicle with the customer and that the Day time Service Manager will have more information on that.
Writer contacted the customer. Customer stated that the vehicle is with her and that she is satisfied with the repairs that took place. Customer stated that she would like a Service Contract for the vehicle that would extend the mechanical portion of the vehicle. Writer informed the customer that we will look into it for the customer but no guarantees.

Customer stated that she would like railing to be added to the vehicle to make it easier to get into the vehicle. Writer informed the customer that is not a route that we can go.
Status update provided via email to the following email address: [redacted]
At this time I do not have any additional information to report, and apologize for any disappointment this may cause. I value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach me please call me at (800)763-8422 EXT 40564. We will call you on Wednesday the 4th at the latest.
End of Status Update
Writer contacted the customer. Writer informed the customer that we will contact the customer on 3/5/15 with further information.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40564. The reason for the customer contact was to provide or request the following information: To inform the customer that we can go the route of the railing per conversation with JD1343 and that of right now there is no service contract that we can provide for the customer that has mechanical aspects.
Writer contacted the Service Manager Steve. SM stated that he will accept an RA for the running board. SM stated that the labor pricing is $83.49 and the parts pricing is $819.91 for a total of $903.40.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40564. The reason for the customer contact was to provide or request the following information: To inform the customer of the offer for the running boards that we can pay for her vehicle.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40564. The reason for the customer contact was to provide or request the following information: To inform the customer of the offer for the running boards that we can pay for her vehicle.
Writer contacted the customer. Writer informed the customer of the offer for the running boards customer accpeted the offer. Customer stated that she will call the Case Manager back with the date for an appointment.
Customer left voice mail for the writer stating that she will be going in for those repairs on 3/28/15.
Writer contacted the Service Manager Jerry. SM stated that the vehicle is repaired and that the correct mileage is 11,026.
Was the customer in a rental? no If yes, how many days? na
Did the customer have a co-pay? na If yes, how much? none
What is the RO #? [redacted]
Does the SM have the CAIR #? no If no, provide it.
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? yes
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40564. The reason for the customer contact was to provide or request the following information: To see if the customer was satisfied with the repairs that took place.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40564. The reason for the customer contact was to provide or request the following information: To inform the customer that the case will be closed within two days due to the vehicle being repaired.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM7 | EC[redacted] | **Open Date** | 02/17/2015 | **Built Date** | 03/14/2014 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 03/28/2014 | **Mileage** | 18,435 | **Dealer Zone** | 71 | LOS ANGELES | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 26941 | COURTESY CHRYSLER DODGE JEEP RAM | | | |
| **Dealer Address** | 32881 CAMINO CAPISTRANO | | | | |
| **Dealer City** | SAN JUAN CAPISTRANO | **Dealer State** | CA | **Dealer Zip** | 92675 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | |
| | SAN CLEMENTE CA [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Fuel System - Unknown - Other - Default | DEF |
| Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | automatic brake system warning message |
| Product - Drivability - Unknown - Other - Default | check engine light on, automatic brake system warning message |
| Product - Electrical - Unknown - Other - Default | missing Basel |
| Corporate - Rental Vehicle - Default - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | |
| Product - Exhaust - Catalytic Converter - Defective - Default | |

****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
Customer contacted Jeep stating that they have to take the vehicle back to the DLR for the fourth time. Customer states that the check engine light keeps coming on and the automatic brake system warning message randomly comes on multiple times, even when the vehicle is not around anything. Customer is very frustrated and is seeking our assistance.
Agent attempted multiple times to contact the service department and the SM Don and the customer kept being sent to voicemail. Customer stated that she has the same issue with the DLR.
Agent advised the customer of the case number. Agent advised the customer that the agent is sending the case to CM and they will contact the customer tomorrow.
Agent had reached out to ML1082 for assistance with the case.
Customer advised a call back is required and will take place within one 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 [redacted]

Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? 24097
Reassigned to 88F
***Customer stated that she tried to contact the DLR 02/16/15 to make an appointment and speak with the SM but kept getting voicemail.***
*****CASE MANAGEMENT DISTRICT O*****
Vehicle within warranty
1 Chrysler vehicles in household, 1 new and 0 used
MVP Contracts = Active LOFRSN636
Customer is the original owner
Customer email: [redacted]
Writer found more information TSB 21-012-14 REV. B and 08-036-14 REV. A 13-071 STAR cases S1308000373, S1408000471, S1208000016, S1421000017, S1321000008
Writer contacts the service department at 949-472-7400 speaks with SA Anthony that states customer was in the dealership on 02.13.15 for the CEL and the brake warranty light. SA states that the vehicle was expected and nothing appeared to be worn with the vehicle. Customer hasn t returned to the dealership since. SA explains that the customer was in a rental for two days but it was good will by the dealership. Update on miles is 15,267. No repairs where made.
SA states that all RRT have been completed and recall got taken care of.
Writer contacts customer at [redacted] to see how CAC can assist customer. Customer explains to have a CEL concern that needs to be addressed. Customer explains to have to go into the dealership multiple times without a resolution. Customer explains to need the vehicle repaired and working correctly by Friday. Customer states to have a 3rd party SC that might assist with rental. Customer states to need a vehicle. Writer understands and advises customer to provide the dealership with 3rd party SC. Writer explains that CAC will take a look into rental assistance if needed. Customer will like the vehicle in the dealership as soon as possible. Writer advises customer to seek another Chrysler approved diagnoses. Customer explains to want to work with Courtesy Chrysler Dodge Jeep Ram of Orange County. Writer advises customer to place customer on hold to see if they can take the vehicle in today. Writer contacts SM Ken at (949) 373-0100. SM schedules an appointment for customer today at 12:00pm. Writer advises of the CEL concern. SM states that vehicle will have to stay over might. Writ understands. Writer advises customer about appointment. Customer states to want to know if a loaner is available. Writer states if rental is need to contact CAC at ext.40655. Customer will like DEF concerns documented even though concern has been addressed. Writer will follow up with customer no later than 02/19.15.
CONTACT UPDATE - Customer was contacted today at 949-939-9720.
Customer was provided with agent s extension: 40655.
Status update provided via email to the following email address:
[redacted]
My name is Patty and I have been assigned as your Case Manager. This email is conformation that your case, [redacted] successfully escalated to me. My office hours are 7:00 am to 3:30pm MST, Monday Friday. My contact information is 800-763-8422 ext. 40655. I will follow up with you on 02/19/14 with any updates about your case. Thank you for contacting Jeep customer care.
End of Status Update
Writer contact the SM Ken at 949-373-0100 that explains that the SA working with customer is Summer. SM states to have order a catalytic converter for customer. Customer might be in a rental vehicle but CAC will have to speak with SA.
Writer attempts to contact the customer at 9[redacted] leaves a voicemail for customer with updates. Writer will follow up on 02/20/15. Writer will like to advises of updates and see if customer will stay in the rental or picked up vehicle.
Writer contacts SA Summer that explains to have order a catalytic converter for customer. Customer is currently in her vehicle. Part number 68243268AB. ETA is 03/20/15.

Writer contacts SM Ken to advises SM to please order the catalytic converter.
Status update provided via email to the following email address: jlcody@cox.net
I am contacting you today to advise you that were are going to work with our part department to make sure we get the part in as soon as possible. If you have any questions before 02/27/15 please contact me at 800-763-8422 ext.40655. I will follow up with you on 02/27/15 with an update on the parts. Thank you for contacting jeep customer care.
End of Status Update
Writer received a voicemail from customer stating to be aware that parts have been ordered. Customer states to not want case to be closed. Customer will like concerns resolved.
Writer contacts the part department at 949-373-0100 and is provided with part # 68243268AB and order number 1S022.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68243268AB,Order[redacted],OMC#28656247
on 2015-02-24 @ 13:00
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON: 2/24/15
PART NUMBER: 68243268AB
PART DESCRIPTION: CONVERTER
ORDER NUMBER: [redacted]
NUMBER OF DEALERS WITH PART: 147
CUSTOMER IN RENTAL (Y OR N): N/A
ASSIGN TO: CS1287-CAIR HAS AN 88 CM
**********END OF TRIAGE**********
**********96W PARTS UPDATE **********
Writer called COURTESY CHRYSLER DODGE JEEP RAM at 949-373-0100.
Writer spoke to PA Frejie who stated that the order # for part # 68243268AB - CONVERTER Order #[redacted]
**********END OF TRIAGE**********
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as _____
ETA for part is week of 03/02/15
**********END OF UPDATE **********
****** START OF SUPPORT ESCALATION by T8785YC******
**** Update from Expediting Team for ****
Part#68243268AB,Order#[redacted],OMC#91156776
Order has been upgraded to VOR. Material in transit to Mopar process ETA to dealer week of 3/2.
****** END OF SUPPORT ESCALATION ****** by T8785YC
02/25 REAS CD 01 REL TO PDC
UPS TRACKING#[redacted]
Delivered On:
Friday, 02/27/2015 at 9:30 A.M.
Left At:
Receiver
Signed By:
PAHARIDO
CM spoke with Luis in parts. The part arrived. The customer can be contacted.
OMC# 91156776Order# $[redacted]FOR PN: 68243268AB IS RESOLVED
Writer contacts SA Summer to check the repairs for customer. SA states that repairs are not in progress. Customer is out of town and will not be returning until next week. Writer understands and will follow up next week. Writer will follow up on 03.10.15.
Status update provided via email to the following email address:
[redacted]
I understand that at this time you are on vacation but I do want to advise you that your parts have arrived at the dealership. Once you are ready please schedule an appointment to get your vehicle repaired as soon as possible. Please contact me at 800-763-822 rxt.40655 once appointment has been scheduled. Thank you for contacting jeep customer care.

End of Status Update
*
Writer contacts SA Summer at 949-373-0100 to see if customer has an appointment scheduled to go in for repairs. SA states customer will be going into the dealership tomorrow to get the catalectic converter replaced.
Writer attempts to contact customer at [redacted] leaves a voicemail advising customer to please make it into the dealership tomorrow to get repairs completed on the catalectic converter. Writer will follow up on 03/12/15. Writer is requesting callback at 800-763-8422 ext.40655 if there are in questions.
Writer received a voicemail from customer stating to be going into the dealership on 03/11/15 to get the catalytic converter replaced. Customer states that the concern with the brake system hasn t been addressed but will advise the service department about it once again. Customer will like concern take care of as well.
Writer attempts to contact SA Summer to advice of customer concern. Writer is requesting SA to look at the vehicle once again and address all of customer concerns at once. Writer is requesting a callback at 800-763-8422 ext.40655.
Writer received a call voicemail from customer stating that at this time the dealership has replaced the catalectic converter but they keep the vehicle to attempt to duplicate the concern with the 4WD brake system concern. Customer is requesting a callback at [redacted] because customer explains that concern isn t resolved.
Writer attempts to contact SA Summer leaves a voicemail requesting a callback with an update on customer vehicle. Writer is requesting a callback t 800-763-8422 ext.40655.
Writer attempts to contact customer at [redacted]0 leaves a voicemail requesting a callback to discuss case further. Writer advises customer about receiving customer voicemail earlier. Writer will follow up on 03/13/15.
Writer received a voicemail from customer requesting a callback today for an update on the case.
Writer attempt sot contact SA Summer at 949-373-0100 leaves a voicemail requesting a callback at 800-763-8422 ext.40655.
Writer contacts customer SM Ken that explains to be working with STAR regarding customer concerns. SM states to return the vehicle to customer again.
Writer contacts customer at [redacted] to advice customer at this time CAC is working with STAR to make sure that if there is a repairs needed it takes place. Customer states that this concern never happens when first purchased. Customer feels like she has a lemon. Customer explains that a recall or a RRT must have messed something up. Writer explains to need more time to do more research. Writer explains to follow up with customer no later than 03/17/15.
Writer received a call from SA Summer explains that customer concerns were never duplicated so no repairs where ever made. SA explains that the customer has go in a test drive with tech, SM and SA. Writer explains that customer feels like an RRT or recall might have affected something in the program system. SA explains to not have a matter like that in the pass. Customer has position of the vehicle.
Was the customer in a rental? If yes, how many days? No
Did the customer have a co-pay? If yes, how much? No
What is the RO #?1[redacted]
Does the SM have the CAIR #? If no, provide it. declined
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? Yes
Writer attempts to contact customer at [redacted] leaves a voicemail stating to still be doing more research on case. Writer will follow on 03/20/15. Writer is requesting a callback before then if there are any other questions.
Writer contacts the service department at 949-373-0100 to speak with SM Ken but was advised that SM is out of the office today but will be returning Monday. SA Dave explains that at this time customer vehicle

isn t at the dealership and customer doesn t have an appointment to return to the dealership.
Writer contacts customer husband at [redacted] to see if customer was still experiencing the brake warranty light concerns. Customer states to be very frustrated and that the concerns are still a problem. Customer well really likes to know if there is a repair that needs to be done to address the inconvenience. Writer explains to be waiting on our internal resources. Writer will follow up once there is any updates.
Customer states that the check engine light hasn t come since the cat converter has been replaced.
Writer attempts to contact SM Ken at 949-373-0100 leaves a voicemail advises SM that customer is still having problems with the automatic brake system warning message. Writer is requesting a callback at 800-763-8422 ext.40655. Writer will follow up on 03/23/15. Writer will follow up with SM on 03/23/15 but not with customer until there is an update.
customer called seeking information about there Sc
agent transfer to SC agent for further assistance
Writer attempts contact SM Ken at 949-373-0100 leaves a voicemail stating that customer is still having concerns with the brake system. Writer is requesting SM to update STAR case 100278824. Writer will like any updates. Writer provided contact information 800-763-8422 ext.40655.
Writer attempts contact SA Summer at 949-373-0100 leaves a voicemail stating that customer is still having concerns with the brake system. Writer is requesting SA to update STAR case [redacted]. Writer will like any updates. Writer provided contact information 800-763-8422 ext.40655.
Writer attempts to contact SM Ken at 949-373-0100 leaves a voicemail requesting a callback at 800-763-8422 ext.40655 to discuss customer case.
Writer contact the service department at 949-373-0100 speaks with SA Summer that explains that customer concern was never duplicated there isn t a repair that can be completed. SA states the vehicle has been out of the dealership for almost 3 weeks now.
Status update provided via email to the following email address:
[redacted]
As per our conversation please use this link to upload the requested invoice and proof of payment for review. Please remember that this link is only good for 7 days and can be only clicked on once.
End of Status Update
Writer contacts customer at [redacted] to advise customer that at this time our internal recourses are not advising any repairs. Customer states that that if concern isn t address she will like reimbursement for purchasing the brake system. Writer is requesting documents to take a look into reimbursing customer for the brake system. Writer sends a documents request and advises customer to contact CAC if there is any problems with the link. Writer will follow up on 04/07/15.
****** Below Customer Contacted for Documentation Request ******
[redacted]t on 2015-03-30 @ 16:14
Writer will make sure to contact customer no later than 04/07/15.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40655. The reason for the customer contact was to provide or request the following information: inform customer that CM is still working on case and will follow up with customer with further information.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2015-04-09 @ 19:40
Writer contacts customer at [redacted] to see if customer has faxed the documents showing how much did customer pay for the extra brake system. Customer states to not be able to find all the documents but will fax in documents to see if CM can look though them. Writer advises custoe4mr to review the documents but advises customer that there isn t a guarantee about reimbursement. Customer states that this is a safety concerns and maybe all she is requesting is a repairs to address concern. Writer will follow up on 04/15/15.
***** Customer Document Received *****
Customer Document Reviewed.
Status update provided via email to the following email address:

[redacted]
I have received some documents. Once documents are attached to your case I will be follow up with you to discuss the updates on your case. I will follow up with you on 04/17/15. Thank you for being a part of the jeep family.
End of Status Update
Begin Customer Message reviewed:
The FCW system continues to fail. My husband drove the Jeep to LAX from our home - about 120 miles round trip. the alarm went off 5 times for no reason. as I say, it s more of a danger than a safety features. Has there been any progress on trying to solve the problem? were you able to pull up a list of features for our vehicle/VIN. We do not have one even tho we asked the Irvine dealership several times to send us one.
thanks,
Sue Cody
End of Reviewed Customer message
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40684. The reason for the customer contact was to provide or request the following information:
Writer called to discuss case
Status update provided via email to the following email address:
[redacted]
Mrs. [redacted],
Hello, I am assisting your Case Manager Patty. I have reached out to our Internal Resources for any additional information regarding the Forward Collision Warning. At this time, we have not been advised of any updated resolutions being released. At this time, as your vehicle is still experiencing this concern, we ask that you take your vehicle to the dealership and once we have confirmed that it is there, we will advise the dealership to reach out to our Corporate Engineers for additional assistance in this unresolved concern. We will follow up with the dealership no later than Monday 4-27-2015 to see if you were able to go in or make an appointment. Thank you for being a valued member of our Jeep family and have a wonderful day.
End of Status Update
** ONCE CUSTOMER S VEHICLE IS AT THE DEALERSHIP, REASSIGN THE CASE TO THE DEALERSHIP AS AN UNRESOLVED CONCERN REQUESTING THEY CONTACT STAR *****
*
Writer attempts to contact SM Ken at 949-373-0100 leaves a VM requesting a callback at 800-763-8422 ext.40655 to see if customer has returned to the dealership.
Writer contacts customer at [redacted] advise customer that at this time CAC will like the vehicle back into the dealership if there are still concerns with the warranting light. Customer states that at this time the vehicle doesn t need to return to the dealership. Writer states to not want to do that but all she wants is her vehicle repaired. Writer is requesting a callback as soon as an appointment has been scheduled.
Service Manager Ken called from Dealer 26941 at 949-373-0100 to speak to CM PI41 at X40655. Writer warm transferred caller to CM PI41 at X40655.
Writer received a call from SM Ken stating that customer does want to return to the dealership due to the brake warning light coming back on. SM states that the last two times nothing was duplicated. SM will like to know if CAC can theorize rental. Writer explains to send an RA for rental covering 04/29/15-05/01/15. Writer is requesting a VIN STAR case to be open once vehicle arrives.
Customer seeking rental assistance because SM is going to test the vehicle. Contacted Service Manager, Ken at 26941 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 3 days of rental per Warranty guidelines
Rental authorization will be processed by CAC. CAC will cover rental from 04/29/15-05/01/15.
Writer will follow up on 05/01/15.
Writer contacts SM Ken at 949-373-0100 and is advised the vehicle has only been driven for 12 miles and nothing has been duplicated. SM states to want to keep the vehicle over the weekend to test drive it some more.

SM will like CM to contact customer and advise customer about updates.
Writer contacts customer at [redacted] to advise customer that SM hasn t duplicated anything yet. SM is requesting to keep the vehicle over the weekend. Customer doesn t agree because she s in a rental vehicle she dislikes. Customer wants her vehicle back but states to be able to let the vehicle over the weekend on May 16. Writer explains that at this time no repairs can be completed or recommended from our internal resource. Customer is requesting CM to contact SM Ken to advise him that customer is on her way to the dealership.
Writer contact SM to advise SM that customer is on her way to the dealership.
Writer attempts to contact customer at [redacted] leaves a VM stating to want to know when customer can return to the dealership for the SM to test drive the vehicle and see if concern can be duplicated. Write is requesting a callback at 800-763-8422 ext.40655. Writer will follow up on 05/13/15.
Customer contacted writer and stated missed a call from her CM and would like to talk with her. Writer warm transferred customer over to EXT 40655.
Writer received a call from customer stating that at this time customer is behind frustrated but will be returning to the dealership on May 15 for SM Ken test drive the vehicle over the weekend. Customer is requesting SM to drive the vehicle for 30-50 at a time. Customer states that if SM drives the vehicle 5 miles here and 10 there it is 1 out of 10 it will happen. Customer states that this is a safety concerns. Writer states to pass this information to SM. Writer will follow up on 05/13/15 to remind customer about appointment.
Writer contacts SM Ken at 949-373-0100 that explains customer will be coming into the dealership this weekend and SM will attempt to drive the vehicle for a long period of time. SM explains that customer wanted more information about the buyback progress. SM advised customer that there needs to be 3 or more repair attempts but if vehicle isn t diagnosed there won t be any repairs made. Writer states to follow up with SM on 05/18/15 to see if vehicle was diagnosed.
Writer contacts customer at [redacted] to make sure customer is going into the dealership this weekend. Customer states to be dropping off the vehicle and will like CM to remind SM that vehicle needs to be driven miles at a time for the brake warning message to come up. Customer will like CAC to pay SM to do it. Writer states to reach out to SM and see if SM can please drive the vehicle for that long. Writer will follow up on 05/18/15 with customer and contact SM Ken on 05/15/15 to advise customer of customer request.
Writer received a call from SM Ken stating that customer concern was duplicated. SM states that a Basel in front of the camera is going to be ordered and replaced. SM states that once repairs are completed vehicle will have to be test driven again. Rental can be provided for 5 days. Writer will follow up on 05/21/15.
Writer contacts customer at [redacted] to update customer about case. Customer is requesting a rental vehicle. Writer explains that rental will be provided. Writer will follow up on 05/21/15.
Customer seeking rental assistance because parts are going to be ordered and repairs need to be completed Contacted Service Manager, Ken at 26941 to
discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental per Warranty guidelines
Rental authorization will be processed by CAC. CAC will cover rental from 05/18/15-05/22/15.
REASSIGNED TO BC/DLR 71 26941 05/18/15 12:11 O[redacted]
Writer attempts to contact SM Ken at 949-373-0100 leaves a VM requesting a callback to discuss the repairs on customer vehicle. Writer will follow up on 05/27/15.
Writer attempts to contact SM Ken at 949-373-0100 leaves a VM requesting a callback at 800-763-8422 to find out if customer has picked up vehicle.
Writer contacts the service department at 949-373-0100 speaks with SA Heather that explains vehicle was picked up Friday 05/22/15.

Was the customer in a rental? If yes, how many days? 8 days
Did the customer have a co-pay? If yes, how much?No
What is the RO #?[redacted]
Does the SM have the CAIR #? If no, provide it. Yes
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim?Yes
Updated mileage is 18,435.
Writer attempts to contact customer at [redacted] a VM requesting a callback at 800-763-8422 ext.40655 to find out how the vehicle is working. Writer will follow up for the last time on 06/02/15.
Writer received a VM from customer on 06/01/15 stating that so far the vehicle is working well but they haven t test driven the vehicle in the freeway and that when the problem with the automatic brake system warning message well come up.
Writer attempts to contact customer at [redacted] leaves a VM advising the customer to have listen to customer VM stating that so far everything is working well. Writer states there is no need to contact CAC if there aren t further concerns and case will be closed on 06/04/15.
Writer hasn t received a call or VM from customer case is being closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG3 | EC[redacted] | **Open Date** | 02/17/2015 | **Built Date** | 04/26/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 09/23/2013 | **Mileage** | 24,000 | **Dealer Zone** | 71 | LOS ANGELES | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 52979 | HUNTER DODGE CHRYSLER JEEP | | | |
| **Dealer Address** | 1130 AUTO MALL DR | | | | |
| **Dealer City** | LANCASTER | **Dealer State** | CA | **Dealer Zip** | 93534 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | PALMDALE CA [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | Adaptive Cruise Control - Malfunction |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler:
Customer states periodically while using the Adaptive Cruise Control Feature her vehicle with randomly decelerate without warning.
Customer states the issue has been noted/confirmed on three occurrences of the concern and customer is scared at times when the deceleration occurs.
Briefly summarize what the customer is expecting:
Customer seeking to have the issue addressed.
Agent contacted ECS CM and spoke to Ashley who advised with this matter to create new CAIR and direct customer to dealer for continued diagnostic of the concern, and ECS could work further at that time.
Agent advised customer of the information who indicated the earliest she can bring the vehicle to the dealer would be 02/25/2015. Advise advised would notate information on the file and would await further direction for handling the concern.
Customer understands the information and will await further contact.
Customer advised a call back is required and will take place within one 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: [redacted]
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (No)
If a CDJ dealer has diagnosed, what is the dealer name or code? Not Diagnosed at this time
Reassigned to 88W
***Enhanced Customer Satisfaction Team (ECS) ****

Call to customer 6[redacted]
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40540. The reason for the
customer contact was to provide or request the following information:
Advised will check with dealer in one week to see if appointment
scheduled. If not case will close and another can be opened when vehicle
is at dealer for appointment.
Call to dealer 52979 HUNTER DODGE CHRYSLER JEEP RAM 661-948-8411
Spoke with Stephanie in service. States there is no appointment showing
for this customer.
Call to customer [redacted] Advised this cse will close as there is no
appointment. Advised new case will be opened once the vehicle is at the
dealer.
Advised as long as vehicle is part of ECS program rental can be offered.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer called to speak with CM RB1362. With customer s permission,
writer transferred customer to CM s voice mail, as CM is not currently
available.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJTX | FC[redacted] | **Open Date** | 02/18/2015 | **Built Date** | 09/20/2014 | |
| **Model Year** | 2015 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 10/16/2014 | **Mileage** | 7,117 | **Dealer Zone** | 42 | DETROIT | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 41943 | GANLEY DODGE INC | | | |
| **Dealer Address** | 123 BROADWAY AVENUE | | | | |
| **Dealer City** | BEDFORD | **Dealer State** | OH | **Dealer Zip** | 44146 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | BEDFORD HEIGHTS OH 4[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Defective - Default | Does not work |
| Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default | Since 3/3 |

Briefly summarize why the customer is contacting Chrysler:
Customer is calling in to say he paid over $60,000 for a vehicle that does not operate the way it should.
Everything that is in the owners use guide from pages 41 - 47 does not work.
His cruise control, his heated steering wheel are the two he speaks of.
He has had it at the 3 times, the last time he did not leave it there.
The first time it was there for a day and they reprogrammed it and the second time they had it for 4 days.
Customer would not leave it there when he was there last Friday as he feels they do not know how to fix his issues.
he is now concerned that maybe he needs to go to another dealer to get his issues taken care of.
This DLR does have a star case open.
Briefly summarize what the customer is expecting:
Customer needs to know who is going to fix this issues that he has and does he need to find a new DLR to look after this.
Customer advised a call back is required and will take place within one 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: [redacted]
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code? 41943 - Ganley
Reassigned to 88F
********** Case Management - District V **********
In warranty.

MVP: N/a.
Household: 8 New, 12 Used.
Writer contacted DLR. Writer spoke with Service Advisor Nick. SA states that the first repair was a collision repair and is advising that this current repair is related to the collision. SA advised that Chrysler should not be involved as it is between customer insurance company and DLR. Writer thanked SA and disconnected.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40723. The reason for the customer contact was to provide or request the following information:
To touch base and discuss what happened.
CONTACT UPDATE - Customer was contacted today at 4:02 pm mst. Customer was provided with agent s extension: 40723.
[redacted] called to speak with CM MM2831. Per customer s request, writer transferred customer to CM s voice mail, as CM is not currently available.
Customer: [redacted] calling to speak with someone stated he has not heard from his CM and would like someone who will contact him back. Writer advised CM MM2831 is not actually in office yet this morning but contacted another agent to take his call and transferred to ext 40622.
Spoke with Customer who stated that the part that was replaced at the Dealership, and was paid for by Customer, but now the Dealer cannot get the part to work. Customer would like to see what we can do to help getting the concern resolved.
DEALER CONTACT: Dialed 440-232-2121 Spoke with SM Paul who stated that they were to calibrate the adaptive cruise control which cannot be calibrated in the Snow storm and the Customer was to contact Dealer when the snow storms have died down, so it can be calibrated. SM stated that he had the conversation with the Customer.
Customer: [redacted] calling to speak with CM: MM2831 CM is not available. Writer transferred customer to CM: 216-952-5866
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40723. The reason for the customer contact was to provide or request the following information:
To advise of lines 55 - 57.
Customer contacted writer. Writer stated that he is upset and wants somebody to fix his vehicle. Customer is not satisfied with current DLR and will locate another DLR to get a second opinion. Customer will contact writer when he gets an appointment.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40723. The reason for the customer contact was to provide or request the following information:
Advised Customer that the Customer needs to update CM on what Customer has decided to do on a secopnd opinion. Customer is suggested to take vehicle back to current dealer when weather condition are suitable for calibration.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40723. The reason for the customer contact was to provide or request the following information:
To see if customer has takenthe vehicle to another Dealership.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40723. The reason for the customer contact was to provide or request the following information:
To advise that case will close due to no contact and if customer has problems in the future to contact customers service.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM5 | EC[redacted] | **Open Date** | 02/19/2015 | **Built Date** | 11/23/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 02/05/2014 | **Mileage** | 19,500 | **Dealer Zone** | 35 | WASHINGTON | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 26823 | LINDSAY CHRYSLER DODGE JEEP RAM | | | |
| **Dealer Address** | 8100 CENTREVILLE RD | | | | |
| **Dealer City** | MANASSAS | **Dealer State** | VA | **Dealer Zip** | 20111 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | ([redacted] |
| | GAINESVILLE VA [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - Default - Default - Default | Unresolved issue |
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | Unresolved issue |

Customer contacted stating that they would like to File for Lemon Law. Customer stated that they had been to the DLR multiple times and that they are having an issue with the Check Engine Light along with other issues. Customer had a case for the current issue, Customers vehicle states that it will shut off at 100 miles. Customer stated that the vehicle has been down for 40 days. Customer stated that they were working with the SA Brad. Agent contacted the DLR 26823 and spoke with Brad. Brad stated that they ordered a catalytic convertor. SA stated that the ETA is possibly next week, SA stated that the parts were on B/O. SA stated that the vehicle was in for the check engine light 12/23/14 they had build up on the DEF injector. Sa stated 8/21/14 Powertrain Control module SA stated that this is the third time. Agent informed the customer to wait for the Catalytic convertor to come in and the repair to be completed before they begin a review for Lemon Law. Customer stated that the Lemon Law requirement would be three times for repair for same issue or 30 days or more within a year of ownership. Customer stated that they are not happy with this.
****
****
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]@[redacted]
Who has possession of the vehicle? Dealer
This Request is for Lemon Law
Reassigned to 91L
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case

should be escalated to I2R for case management.
*** Donna Galvin with the Jeep Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Donna at (888) 542-7239 x2113 or (214) 583-2113. Thank you. ***
- Spoke to customer to complete Initial call; Customer advised vehicle was picked-up from repair Lindsay CDJR last week for an ongoing Check Engine Light concern. Customer advised the Catalytic Converter was replaced and the Check Engine Light has not returned. Customer confirmed Service History on file and advised this is the 4th repair for the same Check Engine Light concern since June 2014. Customer advised the repair from December 2014 was also for a Check Engine Light that was on due to improper DEF.
> Empathized and apologized to customer for the inconvenience regarding the ongoing Check Engine Light repairs. Advised customer that our priority is to assist with vehicle repair and/or to ensure that the vehicle is repaired per the Terms of the Warranty. Advised customer that his Case Manager is out of the office today and should be contacting Lindsay CDJR tomorrow 2/25 to review his Case and Service History and will then follow-up with him again on 2/27 to confirm recent repairs and discuss further action on the case if applicable- customer understood and was satisfied with plan of action. Also provided customer with his Case Managers (SG998) contact information, as she is out of the office today.
** SG998 to contact Lindsay CDJR tomorrow 2/25 to complete Initial Dealer Call
Contacted the dealer (26823), LM with receptionist requesting a return call from SM Michael.
Contacted the dealer customer in regards to current vehicle performance. LVM requesting a return call to confirm.
Status update provided via email to the following email address:
[redacted]
Mr. [redacted]
This email is in regards to your case #[redacted]. My name is Donna and I am with the Chrysler Resolution Team. Please contact me at your earliest convenience to discuss your current concerns. My contact information will be listed below. I look forward to speaking with you.
Regards,
Donna G.
The Chrysler Resolution Team
Toll Free:888-542-7239 x 2113
Direct P: 214-583-2113
FAX: 866-849-3869 Attn: Donna
End of Status Update
Customer contacted Jeep to gain assistance with getting in to contact with there case manager SG998
Agent informs the customer they will try getting them in to contact with there case manager
Agent tries to get in to contact with case manager SG998 but only able to reach voicemail
Agent informs the customer they will document the file informing there case manager that they would like a call back to 443-388-0535
Customer thanks agent
Briefly summarize why the customer is contacting Chrysler: Customer is calling back because he is unable to reach his CM SG998, he states that he has tried may times to reach CM and has left VM but she has not contacted him back. Customer states that he is having more issues with the vehicle, he is having issues with the media center in which the whole screen turns blue and he is unable change anything. This is an ongoing issue now as well as the brake alert has been coming on every time he drives the vehicle. Customer also states that he received a bill from Enterprise for 5 days rental totaling $265.00, he did contact DLR and was told that it would be taken care of but never was.
Briefly summarize what the customer is expecting: Speak with CM about Lemon Law.
Agent tried to reach CM for customer but only received VM.
Agent advised customer that she would document new issues would document that customer would like a call back from CM.

Received a VM from the customer requesting a return call. Customer stated he is still having issues with the vehicle. Customer stated he has also been charged for the rental as well. Customer requested a return call. Contacted the dealer (26823), spoke with Brad. He confirmed the last time the customer was in for service was 12/23.
***Contacted the customer in regards to vehicle concerns. Customer stated his vehicle has been in a total of 4 times for the CEL concern. Customer stated he has been without his vehicle for a total of 32 days. Customer is seeking a replacement/buy back. Customer stated the vehicle has been throwing multiple error messages. The navigation has gone completely blue and there was no way to control of the features. Customer stated he could not reset it. He turned the vehicle on and off and it would not come back on. Customer stated the vehicle would randomly tell him to brake when nothing is in front of him. Customer stated he has to actually place his foot on the gas and accelerate to keep the vehicle from braking itself. Customer stated his vehicle was in for service back in February for other repairs as well. CEL has not come back on, but customer feels vehicle is unusable at this point. Customer stated he is still awaiting reimbursement for rental that he had been charged for. SM advised Weeks ago that he would take care of it and never did. Customer stated he does have an appointment tomorrow to take the vehicle back in for service tomorrow for the navigation and braking concern but at this point, he is done with the vehicle. I acknowledged the customer concern and apologized for what he has experienced. I advised the customer that we are here to assist with repair per the terms of the warranty. I advised the customer in certain situations, we are able to review for compensation leading up to replacement. I informed the customer to send over all of the repair order he has for service for review. I advised the customer that I would follow up with the dealer regarding his concerns tomorrow, as well as request some additional technical support to assist. Customer was appreciative. Customer stated he would need another rental or loaner when he drops the vehicle off tomorrow. I advised the customer that I would reach out to the SM and advise him that we would cover the rental if need be. Follow up scheduled for 3/12.
Contacted the dealer (26823), LVM for SD Michael. I advised him the customer has an appointment for tomorrow to bring his vehicle in for service for the nav and brake concern. I advised a rental is being authorized at $35 per day for 5 days. I requested he give me a callback to discuss the customer s repair history as well. Contact information provided.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2015-03-10 @ 16:57
***** Customer Document Received *****
Contacted the dealer (26823), spoke with Gary. Service writer is Brad. He stated the vehicle is repaired and ready for pick up. There was damage to the bezel on the adaptive cruise control. They performed a radio update for the navigation concern.
Status update provided via email to the following email address:
[redacted]com
Mr. [redacted],
This email is in regards to your case # [redacted] I have contacted Lindsay CDJR and I spoke with your Service Writer Greg. He advised me that your vehicle has been repaired and is ready for pick up. I will follow up with you no later than 3/17 to confirm that repair and also speak with you about the case review. If you have any questions in the meantime, my contact information will be listed below.
Regards,
Donna G.
The Jeep Resolution Team
Toll Free: 888-542-7239 x 2113
Direct P: 214-583-2113
FAX: 866-849-3869 Attn: Donna
End of Status Update
Customer has filed 3rd party, reference CAIR#26645092.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT7 | EC[redacted] | **Open Date** | 02/25/2015 | **Built Date** | 05/30/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 07/12/2013 | **Mileage** | 29,930 | **Dealer Zone** | 35 | WASHINGTON | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |
| **Dealer** | 60493 | BARBERA'S AUTOLAND | | | | | |
| **Dealer Address** | 7810 ROOSEVELT BLVD | | | | | | |
| **Dealer City** | PHILADELPHIA | | **Dealer State** | PA | **Dealer Zip** | 19152 | |
| **Owner** | [redacted] | | | | **Contact Type** | TELEPHONE | |
| **Address** | [redacted] | | | | **Home Phone** | [redacted] | |
| | MEDFORD NJ [redacted] | | | | **Country** | UNITED STATES | |

| | |
|---|---|
| Product - Electrical - uConnect Cellular System - Other - Default | Phone Requires Service Message |
| Product - Brakes - Unknown - Other - Rear | Squeaking noise from Left Rear Shock |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - No Longer Own Vehicle - Default - Default - Default | |
| Corporate - Survey By-Pass - No Longer Owns Vehicle - Default - Default | |
| Dealer - By-Pass - Default - Default - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
Dealer code: 60493
POC Name and position: SA Frank
POC number: 215-335-3800
POC e-mail: na
Current mileage: 29930
Customer concern:
1. Message stating Phone Requires Service
2. Squeaking noise from Left Rear Shock
3. Flashlight in the back not working correctly
Dealer diagnosis: Yes
1. Will have to gather more information on the concern with the flashlight from the Tech, then will call ECS back with that information.
Recommended repairs:
1. Radio Update
2. Left Rear Shock replaced, ordering parts and they should arrive tomorrow.
Is the customer in a rental? Yes, as of today (1 day) at $35.00 a day
Is the customer waiting? No
Customer name: [redacted]
All customer contact numbers: [redacted]
Best time of day for contact: anytime
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS

warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number.
DM Notes have been entered into GCS indicating Customer Care approval.
When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
DM Notes Added.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40640. The reason for the customer contact was to provide or request the following information:
to review case and next follow up no later than 2/27/2015.
SA/Frank contacted writer stating they also found that they need to do a flash update for the transmission control module. Writer stated he will put in the notes.
**DM notes added**
Writer dialed SA Frank who stated everything was completed and customer picked vehicle up last night and was in rental for 2 days.
DM notes have been added for rental.
Writer dialed customer left message inquiring satisfaction of repairs and to contact writer back.
Writer dialed customer who stated he has had several concerns with electrical issues and now the sensor for the high beam control is not working and he is very tired of taking his vehicle to the dealership. Customer stated he would like this case sent higher to assist him in getting out of his vehicle, writer informed him we will send case to another department that will review his repair history and will contact him back when we have further information. 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
history to determine if their request merits further action and that due to
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
Reassigned to 91L
********** 91L Review **********
****ATTENTION CUSTOMER CARE AGENT****
This customer has contacted Customer Care seeking Lemon Law buyback/replacement. Preliminary research has determined this vehicle warranty history does not merit further review. Please continue case management in an attempt to resolve the customer s concern and/or issues.
Writer dialed customer left message to contact writer back.
Writer dialed customer left message to contact writer back.
Customer: calling to speak with CM:40640. CM is not available. Customer would like a call back at: [redacted]
MR M[redacted] called to speak with CA MG1246. Writer warm transferred customer to CA 40640. Writer advise customer of the incomplete recall.
Customer called and stated he is tired of taking his vehicle to the dealership but will be doing so again 3/25/15 for the ongoing issues, writer stated we would like to offer him a Maximum Care Service Contract and will look into this and will contact customer no later than 3/30/15.
Vehicle is at the dealership - BARBERA S AUTOLAND (60493)
Update triggered by S21480B
Dealer Code: 60493
POC Name and position: Frank sa
POC number: 215-335-3800

POC e-mail: fanello@barberacares.com
Date and time customer brought vehicle into dealer? 3-25-15
Is the customer waiting? No
Is the customer in a rental? yes chrysler
Customer name: [redacted]
All customer contact numbers: [redacted]
Best time of day to contact customer? unknown
Customer concern:1) 2 times since last visit while in cruise control the brake message came on and no one was in front of them 2) auto dim not working 3) moisturer in left rear taillights lens 4) intermittently phone disconnects from bluetooth
Current mileage: 31530
Dealer diagnosis:1) 2)U1215-00, lost camera 3) moisture in left rear taillight lens 4) unable to duplicate
Are there ANY modifications to the vehicle? customer has something connected to the front bumper, but dealer does not think it has anything to do with the camera
Recommended repairs: 1,2) replace camera, camera on back order 3) replace left rear lens part will be in tomorrow 4) will try and duplicate
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. DM Notes have been entered into GCS indicating Customer Care approval. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########################################
***DM notes added***
Frank sa will callback with part number and order for the camera to be expedited.
DEALER CALLED-
SA Frank stated that the tail light is in and they will install it today.
SA advised that the customer will take the vehicle and bring it back when the camera comes in.
Part Number: 68231908AA
Order Number: 325CC
SA Frank called and stated they have ordered forward camera that is on back order, writer stated we will expedite that part, SA also stated they will not be replacing the tail light due to customer drilling a hole in the tail light to put bolt in it for trailer and therefor making the warranty null and void.
**********

Part# 8231908AA
Order# 325CC
**********

Customer was in rental for 2 days.
And will return when part arrives.
**********96W PARTS UPDATE**********
Part has ruled to part# 68231908AB
ETA to dealer is 2 business days
**********END OF UPDATE**********
Writer dialed customer and informed him we would like to offer him WMX5100N SC to his vehicle due to the issues he has had with his vehicle, customer inquired if he decides to get a new Jeep will we put a SC on that one instead. Writer informed customer if he does purchase or trade in his Jeep for another Jeep we will put a SC on that one due to these concerns, customer inquired if we will send him an email confirming this writer stated we will do that and customer stated his email address is [redacted]net.
Status update provided via email to the following email address:
[redacted]
Hello Mr. G[redacted]
I am confirming that we have extended the offer of a Maximum Care Service contract on this vehicle if you choose to keep current vehicle or you decide to purchase a new Chrysler Dodge Jeep or Ram. Please keep me

updated on what you do decide to do.
Have a great day,
Melba
Jeep Enhanced Customer Satisfaction
End of Status Update
**********96W PARTS UPDATE**********
Part#68231908AB is at dealer
*********END OF UPDATE**********
Writer dialed SA Frank and inquired if customer s part has arrived and was informed he will check into that and will contact writer back.
Writer dialed SA Frank and was informed he is not available and to try back later.
Writer dialed SA Frank who stated they have left message with customer informing him part has arrived and customer contacted them back stating he is out of town and will be in next week to have repairs completed.
Writer dialed customer and message states he will be out of town until 4/13/15, writer left message stating to follow back up with writer when he takes vehicle back in to dealership for repairs.
Vehicle is at the dealership - BARBERA S AUTOLAND (60493)
Update triggered by S21480B
Dealer Code: 60493
POC Name and position: SA\Frank
POC number: 2153353800
POC e-mail: None
Date and time customer brought vehicle into dealer? 04/14/15 @ This morning.
Is the customer waiting? No
Is the customer in a rental? Yes $35.00 Chrysler brand
Customer name: Michael Goldfinger
All customer contact numbers: [redacted] only number
Best time of day to contact customer? None
Customer concern: Front camera replacement (ordered 03/30/15), noise from the engine
Current mileage:
Dealer diagnosis: Water pump replacement
Are there ANY modifications to the vehicle? Yes, Hitch front bumper for towing, electrical taillights because customer drilled holes.
Recommended repairs: Water Pump and Front Camera replacement
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number.
DM Notes have been entered into GCS indicating Customer Care approval.
When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################################
DM Notes Added: Water pump and rental during service.
Writer dialed SA Frank and inquired status of repairs, SA stated repairs will be completed today.
Writer took call from Frank at dealership (04.14.2015) and advised that systems are still updating and that case will be updated as soon as ECS is able to do so.
Writer dialed SA Frank and inquired status of customer s vehicle, SA stated repairs are completed and customer picked up 4/16/15.
Writer dialed customer and inquired satisfaction of repairs and customer stated everything seems to be fine and he is working with the dealership to see about getting into another vehicle, writer informed customer he has 30 days to accept or decline the SC writer has offered. Customer stated he will contact writer back.
Writer dialed customer left message inquiring what customer has decided to do and to contact writer back.
Writer dialed customer [redacted] left message stating to contact writer back.
Customer left message stating he will be purchasing new vehicle this weekend.

Customer contacted by email in case [redacted] Customers email to CM is copied below:
Brief Description:
Chrysler Update Case# [redacted]
Comments:
Hi Melba, Here is the VIN# for the new JEEP I purchased on Friday: 1C4RJFJTXFX8[redacted] 2015 Grand Cherokee Please attached the 5yr/100,000 mile warranty to this new vehicle. Also, kindly send me a hard copy of the
policy for my records as well. Thank you for all of your help and consideration. I appreciate it. Sincerely, Michael
*****END OF CUSTOMERS EMAIL*****
**NAN, customer is working with CM MG1246**
Writer dialed customer and voicemail stated customer will not be in until 5/12/15, writer did not leave message.
Status update provided via email to the following email address:
[redacted]
Hello Mr. [redacted],
Please check the VIN # the one you have submitted is not pulling up, nor am unable to pull up by your name it has not been added to our system as of yet.
Have a great day,
Melba
Jeep Enhanced Customer Satisfaction
End of Status Update
Customer is emailing regarding the case please see CAIR 26964559
New VIN# 1C4RJFJTXFC[redacted]
Begin Customer Message reviewed:
CASE #[redacted]
Comments:
Hi Melba, Here is the CORRECTED VIN# for the new JEEP I purchased on Friday: I purchased it under my company PELAS CORP: 1C4RJFJTXFC8[redacted] 2015 Grand Cherokee Please attached the 5yr/100,000 mile warranty to this
new vehicle. Also, kindly send me a hard copy of the policy for my records
as well. Thank you for all of your help and consideration. I appreciate it. Sincerely, Michael
End of Reviewed Customer message
Writer received call from Bob, SA at dealership 05002. SA states that vehicle was traded in and they were completing the certification on it. SA states that they replaced the left rear shock and the left side tail light. Writer advised that writer will add DM notes for current repair. Writer advised to process claim as RA with case#. Writer advised that restriction will be removed in 24 hours.
Brian sa called to advise that the customer no longer owns the vehicle and the dealer is trying to certify the vehicle, but there is a restriction on it. Writer advise Brian sa that Bob sa called in already and it has been sent over to have the restriction removed, so wait 24 hours before submitting claim.
New case has been created case #[redacted]

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCTX | EC357866 | ***Open Date*** | 02/25/2015 | ***Built Date*** | 12/06/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 12/28/2013 | ***Mileage*** | 7,200 | ***Dealer Zone*** | 70 | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60337 | RAIRDON'S CHRYSLER JEEP OF | | KIRKLAND | |
| ***Dealer Address*** | 12828 NE 124TH ST | | | | |
| ***Dealer City*** | KIRKLAND | | ***Dealer State*** | WA | ***Dealer Zip*** | 98034 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | LETTER |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | BELLEVUE WA [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Lemon Law - Default - Default - Default | Customer says that there is a rattle in the exhaust. |
| Dealer - By-Pass - Default - Default - Default | Customer says that there is a rattle in the exhaust. |
| Product - Exhaust - Unknown - Noisy - Default | Customer says that there is a rattle in the exhaust. |
| Product - Brakes - Unknown - Defective - Unknown | safety brake system |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | |

Attempted to call the customer back but got a VM.
Briefly summarize why the customer is contacting Chrysler: Customer called in saying that he is tired of working on this problem with the dlr s. Customer says that he s been taking the vehicle to the dlr for problems.
Customer says that his vehicle has a rattling noise in the exhaust. Also, the safety brake system will cause the vehicle to brake even when there is nothing in front of him.
Customer says that he has brought his vehicle into the dlr 3 times.
The first time he booked an oil change online and added some extra concerns that the dlr missed and didn t look into.
He brought the vehicle in a second time where the dlr did a reflash of some software and said that should fix it and it took 5 minutes after leaving the dlr for the problems to reoccur.
The third time was around 1/23/2015 and the dealer was unable to duplicate the concern. Customer had made it clear that he wants the problem fixed before he picks it up. Customer came back and SA Chris Holbrook told him that they were unable to duplicate the concern.
Customer shows the SA how to duplicate the problem.
Customer was tired of the problems and needed the vehicle so he took it back.
Briefly summarize what the customer is expecting: Customer is expecting

help to resolve his issues.
Customer is now concerned mostly about the amount of time and energy it takes to get a diagnosis. Customer says he knows that the diagnosis for the rattle is because of 8 fasteners that were missing under the vehicle. Customer says that because of a recall they replaced one and left the rest.
Customer doesn t want to have to go drop of the vehicle, wait an hour to be picked up from enterprise, and then end up with a vehicle that isn t even close to equivalent because $35 a day doesn t cover much. Customer says he just needs something with 4 doors.
Customer and the Agent got disconnected and agent was not able to reach the customer.
Agent would like to call the dlr and look into having the SA try to have a rental vehicle from the enterprise ready for the customer when he drops off his vehicle to get diagnosed. Customer would be satisfied with a decent rental vehicle so he can just drop of his vehicle to get diagnosed.
Agent was unable to reach SA Chris Holbrook to ask him about that possibility.
Agent consulted with TL KW484.
Once the vehicle is at the dealer then we can look into escalating this case to a Case Manager.
NEXT AGENT: If the customer calls then let him know that we are attempting to contact the dlr to see if we can have a rental vehicle ready for him when he would drop off his vehicle.
Reason for Dealer Contact: Need to ask about having a rental vehicle ready for the customer. Customer has an SC for first day rental.
Dealer Code: 43320
Dealer Personnel Required: SA Chris or the SM
Customer s Preferred Method of Contact: Phone
Customer Phone Number: [redacted] is the customer s work phone. Ask who answers to transfer to Timothy Kruger and he may answer or you may get a voice mail.
Reason for assigning to Resolution Team: No time to call the dlr.
Assigned to 86T
DEALERSHIP CONTACT: AUTONATION CHRYSLER 43320 at 425-454-8411, Spoke with Dionne (Service Reception) who stated that the customer does not have an appointment scheduled and the vehicle is not at the dealership.
***Re-assign to MV1052,
As per lines 58-60, vehicle is not at the dealership with no scheduled appointment.
Return for next step.
Customer called back in, in regards to all of the concerns with his vehicle.
Customer stated that nobody called him and told him that.
Customer stated that no one told him that we were waiting for the vehicle to be at the DLR to get a CM involved.
Customer requested that an appointment is set for him.
Agent advised customer of lines 58-60.
Agent advised customer that the case will be sent to our resolution department to see if we can get an appointment set for him.
Reason for Dealer Contact: To set appointment for the customer.
Dealer Code: 43320
Dealer Personnel Required: Service
Customer s Preferred Method of Contact: Phone
Customer Phone Number: [redacted]
Reason for assigning to Resolution Team: DLR closed when agent took the call.
Assigned to 86T
***re-assign to MC2218***
86T can not make an appointment for the customer as we do not know the cusotmers schedule.
The customer called back very frustrated because no one has called him back and the agent who was trying to arrange a rental was supposed to.
The agent offered to call the dealership and arrange things and see about the case being sent up because of the many issues with the vehicle. The

customer states that the exhaust rattles, the automatic braking goes on when there is no one in front of him so he had to disable it, when the dealership completed the P36 sun visor recall they scratched the windshield and damaged the header so it does not sit properly, they left tools in the vehicle and the airconditioning is always on no matter how cold the weather is.
The agent advised the customer that if she contacted the dealership the case could be assigned to a case manager until the issue is resolved.
The customer stated he was at the dealership now and he did not care what the agent did and disconnected the call.
Briefly summarize why the customer is contacting Chrysler: Customer inquiring to speak to a supervisor. Agent asked my supervisor just left what can I do for you. Customer stated he is sick of speaking with Agents he needs a supervisor. Agent stated our supervisors are unavailable right now is there something I can help you with. Customer states I want to talk to a supervisor. Agent stated if you give me your vin ill see what I can do. Customer stated I am not giving that to you I need to talk to a supervisor. Agent stated our supervisor calls are a one day call back so you wouldn t hear anything until Monday. Customer stated he is not getting off the phone until he speaks to a supervisor. TL ML1082 took the phone call.
Briefly summarize what the customer is expecting: Customer seeking to speak with a supervisor
Supervisor advised customer that his file is being reviewed and will receive a callback within 1-2 business days.
* * * * * CASE MANAGER TEAM - District O * * * * * *
In warranty
LEASE ADVANTAGE - 39 MONTHS / 39,000 MILES
1 new in HH
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40674
The reason for the dealer contact was to provide or request the following information: Find out if the customer has brought the vehicle in and if there is a diagnosis.
Writer spoke to customer who stated that they have an appointment on 3/12 to do a ride along with the SM. Customer provided email to be [redacted], and writer advised that we will be sending contact informaion. Customer stated that they are looking to get a rental while the vehicle is at the dealership. Writer advised that we will reach back out to the dealership to go over all information and will follow up with them on 3/13.
Status update provided via email to the following email address: [redacted]
My name is Sara and I have been assigned as your case manager. Here is some information that will be helpful for you to have.
My contact information: 800.763.8422 EXT 40674
My hours in the office: Monday-Friday 8:00am to 4:30pm MST.
Your case number is 2[redacted]
End of Status Update
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40674
The reason for the dealer contact was to provide or request the following information: find out what is going with the vehicle.
Writer recieved call from customer stating that they did take the vehicle in to the dealership to do the ride along on 3/12.
Writer contacted customer and advised that we have reached out to the dealership and are waiting for an update.
DEALER -CM attempted to Service Manager (SM), however, the SM was not available. CM left message for a return call at extension 40674. The reason for the customer contact was to provide or request the following information: To inquire on the status of the vehicle, SA Joe stated that the SM would need to be asked about the case. CM will inform SP1305 and will await information from the dealership.
Status update provided via email to the following email address: [redacted]
This is case manager Charlie . I am contacting you on behalf of your case

manager Sara. We are still waiting on the dealership to contact us for the status of your vehcile. When information is obtained Sara will contact you back at [redacted] Thank you again for your patience in this matter, and for being a part of the Jeep family! Have a great day!
End of Status Update
Writer contacted dealership and spoke to SA Chris
Was the customer in a rental? If yes, how many days? yes 2 days
Did the customer have a co-pay? If yes, how much? no
What is the RO #? [redacted] and 1[redacted]
Does the SM have the CAIR #? I no, provide it.
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? yes
Mileage: 8237
Status update provided via email to the following email address:
[redacted]
Hi this is Sara, I am reaching out to you to find out how everything is going with your vehicle. You can reach me at 1-800-763-8422 ext 40674.
End of Status Update
[redacted] called to speak to CM SP1305. Writer warm transferred dealer to CM SG1230, as SP1305 is not currently available.
Begin Customer Message reviewed:
Hi Sara,
My vehicle issues are still ongoing and i m done working with the liars at Bellevue Jeep. At this point I would like to see if Chrysler would consider buying the vehicle back from me so i can move on. Please call me today on my cell at [redacted] to discuss further.
Regards,
[redacted]
End of Reviewed Customer message
Issues still ongoing with vehicle. Requesting anything we can do to address the situation. Customer very unsatisfied with dealership. Customer feels like the dealership is not taking his concerns seriously. Customer was not provided with a satisfactory rental vehicle. Customer stated the main issues with vehicle are the cruise control and emergency breaking system that comes on intermittantly. Customer has taken the vehicle in 3 times for repair and each time he was told it was repaired only to find out within minutes that the vehicle was not repaired. Customer is requesting either another dealership who is reputable or buyback consideration. Writer advised she would share customer s comments with his Case Manager and request a call back.
Writer contacted customer who stated that they would like to try working with a different dealership and would be needing a rental vehicle. Writer advised that we will contact Rairdons of Kirkland and get a rental and appointment set up for them.
Writer contacted dealership Rairdon s of Kirkland to speak to SM Bob and before writer could speak to SM about case SM left office to get information about another vehicle.
Status update provided via email to the following email address:
[redacted]
I am contacting you on behalf of your Case Manager, Sara. At this time I do not have any additional information to report, and apologize for any disappointment this may cause. I value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach your Case Manager, you may use the link provided in this email or call 800-763-8422 extension: 40674.
End of Status Update
Status update provided via email to the following email address:
[redacted]
I appoligize for not getting back to you sooner, I have reached out to the dealership and left some messages. Do you still have a concern with your vehicle.
End of Status Update
[redacted] called to speak to CM SP1305 s Supervisor. Writer placed customer on hold and the call was disconnected.
***Customer provided primary number of 2[redacted]

Customer contacted writer. Customer stated he wants to speak to a supervisor, writer stated he can get a call back in one business day. Customer stated he does not want to wait and requested to wait for the supervisor to answer his call. Writer stated she can transfer his call to his CM and writer will put in the request for a supervisor to contact him. Customer does not want to get transferred to his CM, writer asked customer what writer can do to assist. Customer stated he been waiting for a appointment for a week and still does not have a appointment made. Writer stated she can contact the DLR and make a appointment. Customer stated he does not want to go to DLR 43320 because he has had really bad experience with this DLR. Writer stated the next DLR that is next to him is DLR 60337. Customer stated that is the DLR that he wants to go into. Writer contacted the DLR and they stated there is not an appointment free until 2 weeks into May. Customer stated he does not care how long it will take him just wants to know he will have a Loner available. Customer stated he has a SC that covers it, Writer stated she will contact the DLR and set up a appointment for him and will email him back with a appointment. Customer was really thankful and stated he will still wait for the supervisors call back because he wants to express his experience. Writer stated he will get a call back from a supervisor in 24 hrs. customer agreed.
Writer contacted Meagan in Service. Meagan stated they have a opening for April 23 at 8am.
Status update provided via email to the following email address:
[redacted]
Hi Mr. [redacted]
This is Analee with Jeep Customer Care. I am contacting to let you know they actually have a opening sooner. I set up your appointment on April 23 at 8am. A supervisor will be in contact with you in 24hrs. If you have any questions or concerns please give us a call at 1800-763-8422 Ext 40674. Thank you and have a wonderful day.
End of Status Update
Writer contacted dealership and spoke to SA Justin who stated that the customer has never been in.
Begin Customer Message reviewed:
Still waiting on a call from the supervisor. Another week now and no movement.
End of Reviewed Customer message
******Supervisor Callback******
Writer dialed 2[redacted] spoke with customer about the unresolved concern he has been having with his vehicle for almost a year now with 3-4 repair attempts and still unresolved. Customer states that the automatic braking will randomly come on for no reason and scare them on the freeway. Customer states that the cruise control will malfunction and the service automatic cruise control light will come on. Customer states that the dealership will tell him that its fixed and then within a mile it will happen again. Customer is unhappy with the way that dealer 43320 has treated him that is why he requested to know if it was possible to go to another dealership. Customer states that he did not make appointment at the other dealership because they did not have a loaner vehicle. Writer advised that his SC is for rental and not loaner. Writer advised customer that his case is being escalated to our ECS department and he will be getting a new CM. DEALER- Writer called dealership and spoke with SA Daisy and set up an appointment for customer on 5/11/2015 at 8 am. CUSTOMER- writer advised customer of appointment time and that CM would call within 24 hours and customer could discuss rental/loaner and concerns with them. Customer was happy with results.
***Enhanced Customer Satisfaction Team (ECS) ****
CONTACT UPDATE - Customer was contacted today at 2:12pm MDT. Customer requested writer call back in approximately 20 minutes.
Writer contacted customer, who confirmed he still has his 05/11/2015 appointment, and his main issue is the enhanced technology package he paid extra for blind spot protection, emergency braking feature, and automatic cruise control. Customer stated the automatic cruise control warning light comes on and shuts the ACC off, the emergency braking feature comes on even without a vehicle in front of it, and he s very

frustrated than an option he paid extra for isn t working. Customer also stated that he d had his purchasing dealer, AUTONATION, looking at the vehicle, but the issues were always there and he felt he had become a joke to them. Customer advised the cruise control buttons had been replaced, and the tech had put them in noticeably incorrectly, and he had had to take the vehicle back again. Customer stated he s had his vehicle back for 2-3 weeks, and the problems are back again. Customer stated he stopped getting communication from his prior CM and their supervisor until 04/30/2015. Customer advised he s happy to continue trying to resolve the issues for a little longer, at which point he wants to know if he should go to lemon law, or be refunded his money. Customer further advised his prior CM was trying to work with Sales Manager (SM) Yousef to get the customer out of the vehicle, but feels SM was just trying to get another sale. Customer advised his other two concerns have been resolved. Writer advised of ECS and that they would provide rental if needed, and customer stated he s concerned about going back to AUTONATION, as they haven t been able to resolve the issue, and hasn t received good customer service from them. Customer stated he s happy to take his vehicle to another dealer, and that RAIRDON S CHRYSLER JEEP DODGE (60337; 425-821-1777) is closest to him. Customer stated that he was aware of his 5 days of rental, and expressed concern that he s always put into a Fiat 500 and has had a lot of trouble getting into a more comparable vehicle, often having to rent his own. Customer requested writer attempt to get RAIRDON to provide him with a more comparable rental or loaner. Writer advised they would, and that they would contact RAIRDON by 05/05/2015 to see what they could work out, as well as AUTONATION to speak with SM Yousef. Customer provided contact information at 2[redacted] and [redacted] and thanked writer.
[redacted] has been activated for text message communication.
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4619CH******
Hello, this is Chiloh with Jeep s Enhanced Customer Satisfaction program. As we discussed, I ll be texting you occasional updates for your case #26513399.
*****END OF TEXT MESSAGE SENT TO CUSTOMER******
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4619CH******
I ll contact Bellevue and Rairdon by Tuesday to see what we can work out, and then you. My contact information is 800-763-8422 x40785, M-F 11:30am - 8:00pm MDT.
*****END OF TEXT MESSAGE SENT TO CUSTOMER******
Status update provided via email to the following email address:
[redacted]
Hi, Mr [redacted]r, this is Chiloh with Jeep s Enhanced Customer Satisfaction program. Your case number is [redacted] and my contact information is 800-763-8422 x40785, M-F 11:30am - 8:00pm MDT. I ll call Rairdon and Bellevue by Tuesday to see what we can work out for you, then you later that day. Have a great weekend!
~ Chiloh
End of Status Update
Agent attempted to contact RAIRDON S CHRYSLER JEEP DODGE (60337; 425-821-1777) and Service Manager (SM) Bob, however, SM not available. Left message for a return call at extension 40785. The reason for the dealer contact was to provide or request the following information: See if customer can come in for diagnosis. Also provided last 8 and customer s number.
Agent attempted to contact AUTONATION CHRYSLER DODGE JEEP (43320; 425-454-8411) and Sales Manager (SM) Yousef, however, SM not available. Left message for a return call at extension 40785. The reason for the dealer contact was to provide or request the following information: See what could be worked out in regards to a trade-in.
Sales Manager (SM) Yousef returned writer s voicemail and advised he had been instructed to call the customer in regards to his dissatisfaction, and the customer had called him a week later. Customer had been told to try another dealer for repair assistance, and SM called prior CM to discuss the issue. SM was willing to get customer into a different vehicle, but couldn t do much for the customer unless CAC could provide a trade-in voucher. Writer advised they couldn t, and SM informed writer

that the customer has negative equity on his vehicle and would have higher vehicle payments due to that. Writer asked if it might be possible to uninstall the defective package and reimburse customer the money, and SM believed it would be fairly difficult to do, but that the radar in the front should be able to be replaced. SM provided his work email in case writer needed it and advised he would be out of town until 05/07/2015. Writer thanked SM.
Writer contacted RAIRDON S CHRYSLER JEEP DODGE (60337; 425-821-1777) and spoke with Service Advisor (SA) Joey, who stated he had no available appointment until 05/26/2015. Writer advised they would see if customer would take that appointment and call back if so. SA thanked writer.
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4619CH******
Hi, Mr. Kruger, this is Chiloh with Jeep s Enhanced Customer Satisfaction program. Rairdon can take you 5/26 at the earliest. Would that work, or would you
*****END OF TEXT MESSAGE SENT TO CUSTOMER******
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4619CH******
like to try Autonation again? ~Chiloh
*****END OF TEXT MESSAGE SENT TO CUSTOMER******
Text message received from [redacted]
Writer contacted AUTONATION and spoke with Service Manager (SM) Tim, who stated he was busy and took writer s contact information for a callback.
Writer contacted RAIRDON S CHRYSLER JEEP DODGE (60337; 425-821-1777) and set customer s appointment for 05/26/2015. Writer called dealer back and confirmed that the dealer has rentals available.
********** Start SMS Reply From Customer **********
Phone Number: [redacted]
Recieved Date: Tue May 05 14:50:44 EDT 2015
Text: That is fine, will they have an in-house loaner? or will it be a rental car?
********** End SMS Reply From Customer **********
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4619CH******
It will be a rental, but I ll cover it. They should be calling you to confirm the appointment soon. I ll give you a reminder 5/14. Have a great day! ~Chiloh
*****END OF TEXT MESSAGE SENT TO CUSTOMER******
Text message received from [redacted]
Text message received from [redacted]
********** Start SMS Reply From Customer **********
Phone Number: [redacted]
Recieved Date: Tue May 05 18:38:00 EDT 2015
Text: OK I actually get a rental as part of my svc plan. Remember you were going to ask then for an in house loaner to make things smoother for me.
********** End SMS Reply From Customer **********
********** Start SMS Reply From Customer **********
Phone Number: [redacted]
Recieved Date: Tue May 05 18:38:16 EDT 2015
Text: Can you give me a call please.
********** End SMS Reply From Customer **********
Writer contacted customer, who stated that he s frustrated at how many times he s had to take his vehicle in with no resolution. Customer asked when Chrysler would buy the vehicle back and writer offered to send case up for review, but customer accepted one more repair attempt in order to bring in Tech Specialists to assist RAIRDON S. If no resolution is found after that, writer will send case up for review. Writer will also email Sales Manager (SM) Yousef at BELLEVUE in regards to what would need to be done in order for BELLEVUE to buy the vehicle back. Follow up with appointment reminders 05/12, 05/19, and 05/26/2015, and call BELLEVUE 05/19/2015 to ensure customer will have comparable rental ready to go on 05/26/2015.
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4619CH******
Hi, Mr. [redacted], it s Chiloh with Jeep. This is just a reminder of your 5/26 appointment with Rairdon s. I ll give you another reminder next Tuesday. Thank you!
*****END OF TEXT MESSAGE SENT TO CUSTOMER******

Writer contacted dealer and spoke with Service Manager (SM) Bob, who stated the customer didn t have any appointment in his system, and he couldn t get him in until 06/09/2015 at the earliest. SM does not have an employee named Joey. Writer scheduled an appointment for the customer on 06/09/2015 and advised they would call him right away.
Writer contacted customer and advised of the dealer mix-up. Customer stated he had received a call from RAIRDON S on 05/05/2015 and spoken with an employee named Kayla. Customer confirmed dealer number. Writer advised they would call RAIRDON S again and attempt to speak with Kayla. Customer thanked writer.
Writer contacted dealer and was advised that Kayla was the Service Receptionist (SR). Writer was transferred to SR, who advised the customer s appointment was at 7:30am on 05/27/2015 with Service Advisor (SA) John. The customer hadn t shown up because he hadn t been to RAIRDON S before. A rental has been set up for the customer, and SR will make sure Enterprise has a comparable rental and then call customer. Writer thanked SR.
Writer contacted customer and advised of his appointment date and time, and that SR would be calling to confirm his rental. Writer will reminder customer of appointment on 05/26/2015.
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4619CH******
Hi, Mr. Kruger, it s Chiloh. One last thing - your Service Advisor is going to be John. I ll call you next Tuesday!
*****END OF TEXT MESSAGE SENT TO CUSTOMER******
Writer contacted customer with a final appointment reminder, and advised they would contact RAIRDON S 05/27/2015 and customer later in the week. Customer thanked writer.
Customer contacted writer. Customer stated he wanted to talk to his CM and didn t want to leave a voicemail. Customer stated he would like a call back. Customer stated he will need to cancel his appointment.
Writer contacted dealer and spoke with Service Advisor (SA) John, who stated that the customer had managed to bring his vehicle in, but it hadn t yet been looked at. Writer thanked SA.
Writer contacted customer, who stated there had been some confusion when he brought his vehicle in, but it had been cleared up. Customer stated Service Receptionist (SR) Kayla helped clear things up and that he was very happy with her. Writer thanked customer.
Writer contacted dealer and spoke with Service Advisor (SA) John, who advised he s addressed some of the concerns and believes a few are characteristics of the vehicle. SA spoke with customer 05/27/2015 and explained the situation. The hot/cold seats are normal, no brake noise was duplicated, he s still working on the cruise control and automatic brakes (and thinks they ll be related), the warbling and AC are normal conditions, the gas cap door will be adjusted, he s not able to repair the hatch, and the crease in the passenger seat leather needs to be sent to DI. Writer will follow up 05/29/2015 and authorize 5 days of rental.
***
DM NOTES ADDED
***
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. DM Notes have been entered into GCS indicating Customer Care approval. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########################################
Writer contacted customer and advised of conversation with Service Advisor (SA). Customer stated he thinks the seat foam might be incorrectly installed, and that he let SA know. Writer advised a follow up with dealer and customer 05/29/2015 and customer thanked writer.
Writer contacted dealer and spoke with Service Advisor (SA) John, who advised his shop foreman was in the process of submitting the DI images. Writer stated they would follow up in a couple of hours and SA agreed.
Writer called Dealer RAIRDON S CHRYSLER JEEP DODGE at 425-821-1777 and

spoke with Service Manager Bob states that he is trying to submit the DI and have been unsuccessful.
SM Bob states that he will try and submit the DI again today. Writer informed a follow up on Tuesday at the latest.
Left message for customer advising images were being submitted to DI and they would update him 06/02/2015.
Writer contacted dealer and spoke with Service Advisor (SA) John, who stated he had replaced the gas cap door housing, recalibrated the cruise control and automatic brakes, and the new seat leather is on order. SA didn t have an ETA. Customer is aware that his vehicle is ready until the seat leather arrives. SA provided part #5PK32DX9AB and order #[redacted]
Writer thanked SA, provided case number, and will authorize the remaining rental days.
***
DM NOTES ADDED
***
**********96W Parts Update**********
0602 1 SHIPPED-PDC 00 SHIPPED-PDC
0529 1 RELEASED 01 REL TO PDC
**********End Parts Update**********
Writer contacted customer and advised seat leather had been expedited and they would keep him updated. Customer stated he would ask the dealer if they had checked the seat foam to see if it was defective. Customer also expressed concern about how much the vehicle has depreciated due to the multiple repairs, and inquired about buyback and lemon law and the next steps to take should the repairs fail. Writer advised they would escalate the case for internal review if the repairs failed, and if the case was returned, customer should speak with a dealer about a trade-in, and review his owner s manual for lemon law information as a last resort. Customer thanked writer.
Writer contacted dealer and spoke with Service Advisor (SA) John, who advised his technicians had already looked at the seat foam and decided it was the leather itself that was flawed. Writer thanked SA.
Writer received voicemail from customer advising he had picked his vehicle up, and some of the issues hadn t been able to be duplicated. Customer was a little frustrated that no one called him about those items, and requested callback.
Writer contacted dealer and spoke with Service Advisor (SA) John, who advised that on 06/03/2015 the customer had stated his service adaptive cruise light had come on, and SA wasn t sure if the customer was mistaking a normal operation for an issue. SA will have the customer ride with his shop foreman when he comes in for the seat bottom repair. Sales is working with the customer on a trade-in. Writer thanked SA.
Writer contacted customer and apologized for not returning his call. Customer stated it was fine, and advised SA will keep his vehicle until it s finished, and won t release the vehicle until the customer is happy. Customer is very satisfied with SA, and advised he s been on a test drive with the SA and shop foreman at BELLEVUE. Customer reiterated he s frustrated that SA John didn t look at the cruise control set button that gives the error message when on screen, when he had specifically requested it be looked at. Customer stated BELLEVUE never reconnected any of the cruise control module wires and left garbage in the compartment, and nothing had been done when he looked at them. Customer stated he will bring his vehicle back 1 more time, but will also be sending Chrysler an official letter requesting buyback today, as he doesn t want the vehicle and has zero faith in any repairs. Customer requested case be sent for buyback review before he goes to LEMON LAW.
***
Customer is seeking lemon law buyback/replacement.
What s the main concern? Automatic cruise control with warning message Service AAC/FCW module that dealer hasn t been able to repair. Module and buttons have been replaced, wires have been inspected, and sensors were out of alignment.
If known, how many repairs and/or dealer visits for concern? 5-6, but some visits weren t recorded on ROs.
If known, how many days down? 15 total so far.

Describe previous offers made: Dealer trade-in; offer not acceptable to customer.
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? Dealer
Reassigned to 91L
***
Writer advised that as case was with Parts Expediting, they couldn t yet send it for review, but would as soon as possible. Customer was nervous because BELLEVUE didn t put all his concerns in the ROs and therefore the review department wouldn t get the full story. Writer advised they would send him a documentation link and the fax number to send all documentation to. Customer updated his address, provided [redacted]com, and requested supervisor callback to let TL know of his satisfaction with writer s efforts to assist him. Writer thanked customer and advised a callback would take place by 06/05/2015 and they would update him no later than 06/09/2015.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2015-06-04 @ 11:38
Writer contacted dealer and spoke with Service Advisor (SA) John, who advised the seat bottom had not yet come in. SA advised he had an ETA of 06/10/2015. Writer advised they would call back then, and SA stated he wouldn t call customer for an appointment until the part had arrived. Writer thanked SA.
Writer contacted customer and advised of lines [redacted] that he would receive the requested supervisor callback by COB, and that they would contacted him no later than 06/11/2015. Customer thanked writer.
********Supervisor Contact**********
Agent attempted to contact customer at [redacted], however, customer was not available.
Left message for a return call. Writer will make another attempt later today.
*****Supervisor Contact*******
Writer spoke with Mr. [redacted]r who wanted to give credit to his CA CH1236. He stated that he didn t have the best experience to start with but as soon as CH1236 took over things have been taken care of. He stated she is very professional and always follows up as promised. Writer thanked caller and advised his CA would be recognized.
Writer contacted dealer and spoke with Service Advisor (SA) John, who advised the seat bottom had come in and customer just needed to set an appointment. Writer thanked SA.
Writer contacted customer and advised seat cover was in. Customer stated he would try to get in as soon as possible, and writer will follow up 06/16/2015 at the latest. Customer thanked writer.
Writer received voicemail from customer stating he s been extremely busy and is concerned he s going to waste another month taking his vehicle in. Customer requested to pursue buyback, as he and his wife don t feel safe in the vehicle.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40785. The reason for the customer contact was to provide or request the following information: Review confirmation and questions. Follow up 06/16/2015.
Writer received voicemail from customer and returned it, and advised case would be escalated for review. Customer thanked writer.
*** ATTENTION 91L AGENT ***
PLEASE REFER TO LINES 540-575
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case

should be escalated to I2R for case management.
***Wendy with the Resolution Team is responsible for this CAIR. Should the customer call, please direct them to Wendy directly at 214-583-2109 or 888-542-7239 ext. 2109. Office hours are M-F 8:00am-4:30pm CST. Thank you. ***
>Contacted dealer 60337 and spoke with cashier in service who confirmed vehicle is not there & there is no future appointment scheduled. She said the seat bottom has arrived.
**Incomplete RRT -14-087 2014 WD WK AUTO TEMP CONTROL TOO HIGH HVAC FLASH 10/17/2014 INCOMPLETE**
>Placed initial call to the customer and LVM introducing myself as his CM and provided my contact information. I let him know the seat bottom has arrived at dealer and asked that he contact the dealer for the repair & also to address any other concerns & asked for a return call with appointment details as well.
Called dealership Rairdon s Chrysler Jeep Dodge Of Kirkland (60337). Spoke with SA John who stated that the customer has not scheduled an appointment for vehicle issues, nor has be scheduled an appointment to pick up the new leather seat coverings.
Called customer at ([redacted] LVM informing the customer that his parts had come into the dealership and requested that he call his CM if he is experiencing vehicle issues.
***Follow up 6/23
>Contacted the customer to discuss his vehicle concerns. He expressed his frustrations in having had the same concerns, repairs made and still not resolved. He said he s been very patient & wanted to let us know that he feels as if dealer Belleview 43320 did not log/record the correct amount of time his vehicle was actually there for service, which he said was confirmed & previous CM suggested he go to Rairdon s, which is he is happy with. He said he is still getting the forward collision warning indicator light, e-brake & cruise control works intermittently. He said there is now a new concern with the key fob & vehicle not starting or locking. He is demanding a replacement vehicle and I let him know I can consider this after further reviewing the case for a final resolution but it s not guaranteed. He requested appointment for Thursday & I let him know I would email him the appointment details since he was in a meeting. I let him know we will authorize a rental $35 daily for CJD product & he mentioned he used his vehicle for business and hauls executives around the city & is requesting a like vehicle. I let him know I would let the dealer know but couldn t guarantee it. He agreed & understood.
>Contacted SA John at Rairdon s CJD & he said since they will be closed on Friday 7/3 for Holiday the next appointment would be for Tuesday July 7th, morning of. I provided him with case number, rental would be authorized $35 daily CJD product & customer s request for like vehicle for business purposes, vehicle concerns & my contact information.
Status update provided via email to the following email address:
[redacted]
Mr. [redacted],
Per our conversation today, I have contacted Rairdon s Chrysler Jeep Dodge and talked with Service Advisor John in attempt to schedule your appointment for Thursday.
He informed me that they will be closed Friday July 3rd for the Holiday & his next available appointment is Tuesday July 7th, morning, starting at 7:30am.
Please contact him if you will need to reschedule. I will send out a reminder the end of next week with a reminder.
Thank you for your patience!
Best Regards,
Wendy
Resolution Team
214-583-2109
End of Status Update
***Called DLR 60337. Spoke with SA John and was advised customer did not keep appointment. SA John was told he was waiting for a call from Chrysler.
**Called customer and was advised that an email was sent to CM WB339 that

they had a 'close call' in the vehicle and didn t feel safe driving the vehicle to the dealership. Customer has issues with emergency brake system coming on which continues to happen on the freeway. CM advised customer I will assist in towing through our Chrylser Towing. Customer was thankful and call ended.
**Called DLR 60337. Spoke with SA John. Service appointment was set for 7/13 @ 9am.
Customer was informed of new service appointment and advised CM WB339 will follow up 7/10 to confirm appointment.
Called customer at ( [redacted] as a reminder of his appointment at Rairdon s Chrysler Jeep Dodge Of Kirkland (60337) on 7/13 at 9am.
Customer inquires about calling ahead of time to let them know that he would be having the vehicle towed in. I advised the customer that he may do so to make sure they have a drop off area.
***Follow up 7/14
Begin Customer Message reviewed:
Hi Wendy, Thank you for scheduling the appointment.
Today my wife and I had another very close call with the forward collision warning engaging while at freeway speed with no cars in front or along side of us. We came within inches of being rear ended and causing a multi car collision.
We simply don t feel safe operating the vehicle at this point, not even to drive it to the Kirkland Jeep dealer which is several miles away by freeway. I would like to request you send a tow truck to collect the vehicle and deliver a loaner car to our house. I cannot risk my personal safety trying to get a car fixed, period. Please contact me so we can discuss a plan on how Chrysler pickup the vehicle.
Thank you
[redacted]
Mobile: 2[redacted]
End of Reviewed Customer message
>Called dealer 60337 & LVM for SM Janelle letting her know we will be authorizing a rental $35 daily for CJD product, provided case info & my contact information.
>Received incoming call from the customer stating he was supposed to have had his vehicle towed today to dealer because he s scared to drive it since the most recent incident in which his wife was driving the vehicle on the freeway about 70mph and the e-brake system came on which caused the vehicle to halt abruptly causiing the 2 vehicles driving behind her to swerve around her, almost causing a wreck. He said previous CM instructed him to call Roadside a couple hours in advance before he wanted to have his vehicle towed in order to schedule it. He contacted Roadside this morning & was told they wouldn t be able to have it towed until this afternoon. He advised me he is just going to go ahead and drive to dealer himself this morning.
I asked that I contact dealer for him to confirm rental. I let him know I LVM for SM Janelle because they weren t open yet. I told him I would follow up with him after getting more info from the dealer and he agreed.
He said he is demanding a replacement because there s not going to be 100% fix for this vehicle any longer that s going to allow he and his wife to feel safe again.
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-07-13 @ 10:43
>Contacted dealer 60337 to get vehicle status. I spoke with SA John who confirms the customer drove the vehicle to dealer on 7/13, provided a rental, and then called him later to tell him he s refusing to have them address the e-brake concern. SA John confirmes seat bottom was repaired and vehicle was released back to the customer with only 1 day rental.
>>Rec d VM from the customer stating he took the vehicle in for repair and it s worse than before.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
7/17/2015 4:32:33 PM: User Comment by Patricia Johnson: >>Made attempt to reach customer but unable to reach LVM with CM contact info<<
>LVM for the customer asking for a return call

**ADDED NOTES FROM 7/15; WB WAS DOWN**
---
7/15/2015 3:36:22 PM: User Comment by Wendy Beam: >LVM for the customer
confirmed I rec d his VM in regards to the seat bottom not being
repaired. I let him know I talked with SA John & it was mentioned he
was to bring it back in to address the seat bottom.
I also mentioned SA John stating he was refusing to have them
diagnose/repair the safety concern with the e-brake system. I asked that
he contact me back with appt details as to when he s taking it back in
for service & and confirmation if he s still having the concern at all.
---
---
>Contacted dealer 60337 & talked with SA Mark who confirmed last time in
for service was 7/14, after having refused to allow dealer to address
e-brake concern & hasn t heard back from the customer as of today.
-No customer contact since 7/15; closing case
POSTMARK DATE: 072015; DATE RECEIVED: 072715
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By-Pass
**********
Peter Maier -Attorney -Final Chance to Repair/Lemon Law Notice
Reassigned to Business Center for review and handling.
POSTMARK DATE: 072015; DATE RECEIVED: 072915
another copy of attorney letter attached to file.
07/29/15 Received attorney demand letter on 7/29/15 and assigned for handli

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM5 | EC[redacted] | ***Open Date*** | 02/26/2015 | ***Built Date*** | 09/25/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 11/23/2013 | ***Mileage*** | 17,000 | ***Dealer Zone*** | 70 | | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 43320 | CHRYSLER JEEP DODGE BELLEVUE | | | |
| ***Dealer Address*** | 316 116TH AVENUE N E | | | | |
| ***Dealer City*** | BELLEVUE | ***Dealer State*** | WA | ***Dealer Zip*** | 8004 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted]W | ***Home Phone*** | [redacted] |
| | SEATTLE WA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Steering - Unknown - Other - Default | steering wheel shake's while driving |
| Corporate - Survey By-Pass - Default - Default - Default | |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | |
| Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer called in stating he starting having issues with the vehicle with in the first two months of owning the vehicle.
Customer stated transmission does not well and when it s basically like getting whip last.
Customer stated the dealership has replaced different parts of the transmission has been replaced and they always say the next thing to be replaced will fix it and it never does.
Customer stated he no longer trust s his vehicle anymore.
Customer stated just recently the airbag light had come on.
Customer stated last year for 30 days the vehicle was in the dealership.
Customer stated the adaptive cruise control is flaky.
Customer stated the steering shakes at highway speeds.
Customer stated he s done trying to repair it because it s always one issue after another.
Customer stated he wants Chrysler to buy the vehicle back.
Briefly summarize what the customer is expecting: Customer seeking buy back.
Agent advised customer that they could look into what they could do.
Agent advised customer they would escalate a file to Chrysler specialized department for further assistance.
Agent advised customer he would receive a call back within 1-2 business days.
Customer thanked agent.
-

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: XXXXX@XXXXX.com
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner / will be making appointment with dealer
Is this a request for Lemon Law, buy-back or replacement? buy-back
Reassigned to 91L
********** 91L Review **********
***Claudia with the I2R Customer Resolution Team, is now responsible for this CAIR. If the customer should call, please direct them to contact Claudia directly at 214-583-2135. Thank You.***
Spoke to SA Dion and she is going to fax the RO history over.
Spoke to customer and advised him that his CM is CP1022. Provided contact information. Customer explained that he doesn t want the vehicle back in for service anymore. I advised customer that we are working on getting the RO faxed over and that will determine the next step. I advised him that I will have CM follow up no later than Thursday.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECT6 | EC[redacted] | ***Open Date*** | 02/27/2015 | ***Built Date*** | 01/18/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 12/31/2014 | ***Mileage*** | 3,900 | ***Dealer Zone*** | 63 | DALLAS | |
| ***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*** | 26831 | SUNLAND PARK CHRYSLER DODGE JEEP | | | |
| ***Dealer Address*** | 950 CROCKETT STREET | | | | |
| ***Dealer City*** | EL PASO | ***Dealer State*** | TX | ***Dealer Zip*** | 79922 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | EL PASO TX [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Other - Default | forward collision had activated on its own |
| Product - Electrical - Lamps and Switches - Defective - Default | passenger side DTR not working |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: The customer had called in stating that while he was driving the vehicle the forward collision had activated on its own and the brakes had slammed on. The customer stated there was no reason for it to activate. The customer stated that it could have caused an accident. The customer also stated that the passenger day time running light does not work. The customer stated the forward collision is now turned off, but that should not have happened. The customer stated that he has an appointment to take the vehicle to the dealership Tuesday. The customer was hoping to have the vehicle looked at sooner.
Briefly summarize what the customer is expecting: To have the vehicle repaired.
Agent had called another dealership Viva Chrysler to see if the customer could have the vehicle looked at sooner, there was no answer in the service department. Agent had tried the number twice. Agent had advised the customer of this and advised him that agent would not want to send him there. Something is not right there.
Agent had advised the customer to take the vehicle to the dealership on Tuesday and when the vehicle is diagnosed to call back. Agent had provided the customer with the case number.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM0 EC[redacted] | **Open Date** | 02/27/2015 | **Built Date** | 11/16/2013 | | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 12/02/2013 | **Mileage** | 23,000 | **Dealer Zone** | 42 | DETROIT | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 26539 | CUETER CHRYSLER JEEP DODGE LLC | | | |
| **Dealer Address** | 2448 WASHTENAW AVE | | | | |
| **Dealer City** | YPSILANTI | **Dealer State** | MI | **Dealer Zip** | 48197 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | |
| | BELLEVILLE MI [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Dealer - By-Pass - Default - Default - Default | Issue not resolved, customer will not return |
| Dealer - Service/Body Shop - Transaction - Unsatisfactory Maintenance - Default | Issue not resolved, customer will not return |

Briefly summarize why the customer is contacting Chrysler:
Complaint Documentation
Briefly summarize what the customer is expecting:
Complaint Documentation
#
Calling to register complaint regarding dealership. Vehicle brought in for service 2x, both times issue not resolved. In addition, customer states that DLR has been supremely unhelpful, informing her on multiple occasions that there is nothing they could do to resolve the issues.
Customer states that since the time of purchase, the vehicle has been experiencing a slight malfunction of the Crash Avoidance system--it will activate at random and brake the vehicle. Customer states that the dlr has told her the issue stems from a missing part, which they will require her to pay for since they can t submit for a warranty repair without a part to send back to Chrysler .
Customer has since taken their vehicle in to a different dealership, and states that they will never go back to Suburban Chrysler.
#
Agent contacted Suburban Chrysler, spoke to SM Sean.
SM explained the issues that the customer has been having and detailed the reasoning behind Service Department s responses:
Crash Avoidance sensor in bumper is missing a bezel , which could not have come off by itself. DLR suggests that customer may have impacted a bit of snow, or bumped a curb, both of which could account for the missing part.
The 'Def' fluid issue which the customer raised, and to which she received the nothing to be done response, was explained as not an actual malfunction--the DF heater will resolve the issue on its own, once

it heats up slightly. SM states that the heaters on Jeeps are a little slow to heat up sometimes.
#
SM Sean states that if customer has any further questions, or wishes to discuss the matter further in any way, that the customer may contact him at his direct line: 248.715.5810
Customer and husband Rick called back for an update on Cair opened on 02/27/15 but then call dropped.
Agent tried to reach customer back at [redacted] but agent got a message that line is no longer is service (agent knows it is in service as agent was just speaking with Jeneen).
Next agent please assist customer when they contact Jeep back as the last notes on file is that customer can contact SM Sean at direct line 248-715-5810.
Briefly summarize why the customer is contacting Chrysler: Customer is seeking a rental vehicle while their vehicle is at the dealership.
Customer states the dealership can t figure out the issue and doesn t have any idea when they ll be able to fix the vehicle. Customer states his friend has the same issue with his vehicle and his vehicle has been in the shop for a month. Customer states they absolutely need a vehicle for transportation and they have no idea when they ll be getting their vehicle back. Customer has brought the vehicle to a new dealership by the name of Cueter Chrysler (26539). Customer states he was not happy with Suburban (66262) so he went to the other dealership. Dealer is waiting on a call from their technical team because they cannot diagnose the issue.
Briefly summarize what the customer is expecting: Customer is seeking rental assistance.
Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [redacted]
Customer email address for case updates: N/A
Reassigned to 86R
*****OUTBOUND DEALER CONTACT *****
Dealer Code: 42-26539 View dealer plan Dealer Name : CUETER CHRYSLER JEEP DODGE LLC
Dealer Phone : 734-434-2424
Writer called the dealership and talked to Jason in service. The SA confirmed the service advisor working on the file is Eric. The SA said that the vehicle was at the dealership but they are waiting for a Star response. Writer asked if the dealership had rentals on site. The SA confirmed they do not, but they deal with Enterprise (direct bill).
Writer provided the case and contact number and advised she would authorize the first 5 days of rental. The SA was going to have the original SA Eric call the customer before the dealership and the enterprise location closed. Writer will send the customer an email later
Status update provided via email to the following email address:
[redacted]t
Hi Ms. [redacted], I wanted to let you know I will be working with the dealership to resolve the issues with your vehicle. I will follow up with you once I have some more information. If you need to contact me, my number is 855-675-9291 ext. 4718671 Thank you, Neela
End of Status Update
Writer will call the dealership tomorrow
*****OUTBOUND DEALER CONTACT *****
Dealer Code: 42-26539 View dealer plan Dealer Name : CUETER CHRYSLER JEEP DODGE LLC
Dealer Phone : 734-434-2424
Writer called the dealership but was unable to reach anyone in service.
Writer will follow up next week
****** Below Customer Contacted for Documentation Request ******
[redacted]et on 2015-03-07 @ 13:31
****** Below Customer Contacted for Documentation Request ******
[redacted]t on 2015-03-07 @ 13:42
*****OUTBOUND CUSTOMER CONTACT ***** [redacted]
Writer called the customer to advise she was following up to see if the vehicle has been repaired. Customer states she has not heard anything,

and it has been 9 days. Customer said that she is counting down until 30 days to file for lemon law, as the customer wishes she never purchased this vehicle. Customer states she likes the Jeep grand Cherokee but will never recommend a Diesel to anyone. Customer mentioned she has had a few awful experiences with the previous dealership and discussed the interaction with the writer. Customer states the squirter for the washer fluid was not working properly, and the dealership told the customer 'she put in the wrong fluid'. Customer felt the vehicle was not safe to drive, and the fluid kept freezing up. Customer said she is a Quality Director, and indirectly deals with Chrysler, so this whole experience has left a bad taste with the customer. Writer apologized that the customer was having all of these issues, and advised she will be able to look into sending a complaint letter on behalf of the customer. Writer sent the customer 2 document links, to send documentation of the bad experience at the one dealership. Writer advised she will follow up next week
Begin Customer Message reviewed:
Before we even took delivery of our new vehicle the transmission had to be replaced.
Since the very beginning we have had issues with the crash avoidance system. It is intended to automatically brake the vehicle if you get to close to another vehicle. We found that it goes off at random when there isn t even a vehicle in front of you. We took it to the dealer (Suburban Jeep of Farmington Hills) and they indicated our vehicle was missing a bezel that was the root cause of the issue and informed us that we would have to pay for this missing part because they can t submit a warranty claim without a part. To be honest, we were very upset that we purchased a $60K vehicle that never worked right from day 1 - why should we pay for the part?
Next issue was the windshield fluid would not dispense in cold weather. We had just refilled the washer fluid with fluid that was rated for cold temps. Driving into work it stopped working and was difficult to see out the window (messy wintery Michigan weather). I took it to the dealer, explained the issue, dropped it off for the day to get it fixed. The dealer called and said the car was fixed and ready for pick-up. I picked it up and pulled out on to the road and found that it still did not work. I pulled back into the dealer and they explained that in order to repair the vehicle they needed to drain the fluid out of the tank and we would have to pay for this because it we put 'bad' fluid in it. I told them I didn t care what they needed to do I couldn t drive the vehicle because it wasn t safe if I can t see out the window while I am driving. We were not upset that we had to pay but because they told us the issue was fixed and they didn t do anything to fix it! Then I asked what the correct fluid was to avoid having this issue again and they couldn t tell me what the approved windshield fluid was - they could only tell me the one we used wasn t good. They drained the tank and sent me on my way.
End of Reviewed Customer message
****** Below Customer Contacted for Documentation Request ******
[redacted]m on 2015-03-07 @ 14:35
Customer states there was an error when sending the documentation and requested another link be sent. Agent sent documentation request link as per lines 141-142Ù. Customer requested the link be sent to [redacted]com.
***** Customer Document Received *****
Customer Document Reviewed.
Agent contacted dealer, left message with SM Jace seeking update but advised that we will be following the case, but the appropriate groups are already actively engaged with the customer.
Agent spoke with SM, Jason states that the forward collision warning comes on intermittently, diesel exhaust pump on backorder (pump:68145550AI, seal kit:68240045AA), and adaptive cruise control bezel on order. Vehicle has been at dealer since 2/27/15.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68145550AI,Order#[redacted],OMC#91234129
on 2015-03-10 @ 13:39
****** START OF SUPPORT ESCALATION by T9693M0******

**** Update from Expediting Team for ****
Part#68145550AI,Order# [redacted] OMC#91234129
Order has released to PDC as of 03/11 with shipper # 1494794 . ETA 2-3 business days.
****** END OF SUPPORT ESCALATION ****** by T9693M0
OMC# 91234129Order# S [redacted] FOR PN: 68145550AI IS RESOLVED
Writer will follow up with the customer next week
Agent contacted dealer, left message for SM for update on repair now that part arrived.
Agent contacted dealer, spoke with PM, who confirmed delivery of both parts at dealer but vehicle is not yet repaired.
*****OUTBOUND CUSTOMER CONTACT ***** [redacted]
Writer left a voicemail for the customer to give her an update on the file. Writer left the case and contact information in the message.
Agent contacted dealer spoke with SM Jason who confirmed repair of vehicle and owner picked up today.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG3 | EC[redacted] | ***Open Date*** | 03/02/2015 | ***Built Date*** | 02/27/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 01/29/2015 | ***Mileage*** | 1,500 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 23069 | FALVEY'S MOTORS INC | | | |
| ***Dealer Address*** | 395 WEST THAMES ST RT#32 | | | | |
| ***Dealer City*** | NORWICH | ***Dealer State*** | CT | ***Dealer Zip*** | 6360 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | WATERFORD CT [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Trip Computer / EVIC - Other - Default | Collision sensors |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Customer states collision warning sensors are on. Customer states they were able to remove some ice to correct the chime. Agent advised DLR. Agent unable to locate sensors. Customer understood.
Reassigned to JR1305 for survey by-pass
Undiagnosed

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM5 | FC[redacted] | **Open Date** | 03/04/2015 | **Built Date** | 12/09/2014 | |
| **Model Year** | 2015 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 01/16/2015 | **Mileage** | 0 | **Dealer Zone** | 66 | ORLANDO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 41650 | NATIONAL DODGE INC | | | |
| **Dealer Address** | 2223 N MARINE BLVD | | | | |
| **Dealer City** | JACKSONVILLE | **Dealer State** | NC | **Dealer Zip** | 28546 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | JACKSONVILLE NC[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |
| Corporate - Survey By-Pass - Outbound Recall Follow Up - Default - Default | |

CQI Survey Record Received - DATE : 03/04/2015
Survey Number : 5081990
Quality Survey ID Number: 288113099
Survey Date : 03/03/2015
VIN Last 8 : FC[redacted]
CQI Comments : \I would like you to contact my wife at ([redacted]
002 and apologize for the vehicles faulty crash mitigation system. She was driving on the highway when, without warning the vehicle just slammed on the brakes and scared the shit out of her. She pulled over and was shaking for quite some time. She called the vehicles on board assistance and reported the incident. The rep could not give her any information on how to proceed. She then called me here in Afghanistan. I asked if she could park the vehi cle and get a ride home. She could not so I had her shut off the crash miti gation system manually from the dashboard controls. The resulting traumatic stress has her nervous and uncomfortable driving the vehicle. I would additi onally like to have a certified technician/engineer from corporate take a l ook at the vehicle and recommend a course of action as the local dealership mechanics made the comment that they have only been recently certified and h ave zero experience working with this vehicle and its systems (again, total loss of confidence). I would like to prevent legal action if possible howev er if Chrysler, Dodge, Jeep, Fiat Corporation continues to fail me and show lack of empathy I will have no choice in the matter bu to seek legal counsel
.
Please see CAIR:[redacted]

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9 | EC1[redacted] | ***Open Date*** | 03/10/2015 | ***Built Date*** | 04/01/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/17/2013 | ***Mileage*** | 37,009 | ***Dealer Zone*** | 42 | DETROIT | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60584 | GLENN'S FREEDOM DODGE CHRYSLER | | | |
| ***Dealer Address*** | 1560 E NEW CIRCLE RD | | | | |
| ***Dealer City*** | LEXINGTON | ***Dealer State*** | KY | ***Dealer Zip*** | 40509 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | WINCHESTER KY [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | |
| Product - Electrical - Park Assist System - Other - Default | |

Dealer code: 60584
POC Name and position: Tyler sa
POC number: 859-268-3000
POC e-mail: no
Current mileage: 37009
Customer concern: 1) message on dash acc fcw wipe front sensor 2) cruise control not work 3) front and backup park assist
Dealer diagnosis:1) 2)3) code for sensor blinded
Recommended repairs: 1) reset sensor and trouble cleared
Is the customer in a rental: No
Is the customer waiting Yes
Customer name: Forrest Miller
All customer contact numbers [redacted]
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number.
DM Notes have been entered into GCS indicating Customer Care approval.
When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
CONTACT UPDATE - Customer was contacted today at [redacted] 4 12:20 pm EST.
Sounded like VM answered then disconnected.
Agent attempted to contact customer, however, customer was not available.
8[redacted] got message the call could not go through. The reason for the
customer contact was to provide or request the following information:

to review case.
Writer contacted dealership spoke to SA Tyler that they reset the sensor and release the vehicle to the customer but customer came back in with the light back on so they ordered the sensor. Writer advised SA Tyler to give us a call when parts come in so that we can authorize the repairs.
Agent attempted to contact customer [redacted] however, customer was not available.
Sounded like VM answered then disconnected. The reason for the customer contact was to provide or request the following information: to review case
Writer contacted customer [redacted] While speaking with customer, customer states that he does not need any other service and disconnected.
Agent attempted to contact dealer Service Advisor Tyler, however, SA not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: to see if parts are in
Agent attempted to contact dealer Service Advisor Tyler, however, SA not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: to get update on the vehicle.
Agent attempted to contact dealer Service Advisor Tyler, however, SA not available. Left message for a return call at extension 40652
The reason for the dealer contact was to provide or request the following information: to get update on the vehicle.
Tyler, Service Advisor (SA) at dealer 60584, called to speak to Customer Advocate (CA) OS533. Writer warm transferred customer to CA OS533.
Writer received inbound call from SA Tyler that states they are repairing the vehicle now and should be done today. Writer advised SA Tyler that the DM notes are in and they should be good.
Writer contacted dealership spoke to SA Tyler which states that vehicle has been repair and returned back to the customer.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40652. The reason for the customer contact was to provide or request the following information: to confirm repairs
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40652. The reason for the customer contact was to provide or request the following information: to confirm repairs

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]7

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG8 | FC[redacted] | ***Open Date*** | 03/11/2015 | ***Built Date*** | 07/24/2014 | |
| ***Model Year*** | 2015 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/30/2014 | ***Mileage*** | 10,000 | ***Dealer Zone*** | 42 | DETROIT | |
| ***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*** | 60085 | HAROLD ZEIGLER CHRYSLER DODGE JEEP | | | |
| ***Dealer Address*** | 4200 PARKWAY PL SW | | | | |
| ***Dealer City*** | GRANDVILLE | ***Dealer State*** | MI | ***Dealer Zip*** | 49418 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | WYOMING MI [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default | |
| Referral - Top Care - Executive Team - Executive - Michael Manley | |

******TOP CARE: EXECUTIVE REFERRAL STAFF******
Top Care customer first contact was 03/11/15 at 13:30 by mam46
Top Care follow-up contact was 03/11/15 at 13:30 by mam46
3/11..... Writer was contacted by owner about problem with dealership resolving issue. Owner stated that windshield was cracked because of a stone that flew up and hit the windshield. Owner s took vehicle to IRF to have windshield replaced but were told to go to the dealership to have the adaptive cruise control recalibrated. Owner was told by dealership that it could not be done at this time. Writer called dealer and spoke with George (SA) who stated that owner was in yesterday and they were told that the adaptive cruise couldn t be calibrated now for the following reasons:
* Needs to be done on a flat road
* No snow on the road
* No mailboxes along the road
* There must be a white line on the side of the road
* There must be yellow lines dividing the road
Writer called BC Field Tech (RM) who stated that what the dealership told owner was correct, but he was surprised that they couldn t do something to get this resolved. Field tech. will call service manager (Theresa) to find out if something can be done so that owner does not have to drive out of their way to get issue resolved.
Writer sent owner the following email update:
**********
Hi Mr. [redacted],
I ve reached out to our regional technical advisor about your concerns and he is going to contact the service manager at Ziegler in Grandville, to see if they can take care of this for you.
He is going to follow up with me after he has been in contact with her.

I will let you know what I find out.
I m sorry for the frustration and inconvenience this is causing you and your wife.
If you have any questions, please let me know.
Thank you
Mike MacDonald
Executive Referrals Manager
FCA US LLC
CIMS 423-04-02
26001 Lawrence Avenue, Centerline, MI 48315
Office: (586) 274 - 8085
Mobile: (248) 376 - 8340
Fax: (586) 497 - 1294
Email: mike.macdonald@fcagroup.com
**********
BC Field Tech called writer and stated that he spoke with Theresa (SM) who stated that dealer attempted to calibrate unit yesterday, but the road conditions were not good enough. Roads need to be dry, no shadows, no traffic, not raining out. Theresa said that tech put 4 hours into testing and tried to get the calibration done but the conditions were not right. Writer advised Theresa that he will advise owner and then tell them to set up an appt. next week. Writer will then advise Theresa to authorize a rental for up to 5 days to resolve issue.
3/17..... Owner sent writer the following email:
**********
Good Morning Mike
I took our jeep this morning to Preferred Chrysler and the recalibration of the windshield took only a few minutes however the adaptive cruise sensor issue that is occurring has nothing to do with the replaced windshield and they are having difficulty figuring out what is wrong. They have set me up with a vehicle and will keep the jeep to further investigate. The service I have received here is exceptional and represents Chrysler very well. Jim Frenez the general manager personally met with me and has taken the time to continually follow up with me. I will let you know if and when this issue gets resolved.
Thank you,
[redacted]
**********
3/18..... Writer called dealer (65477) and spoke with Tim who stated that dealership recalibrated the cruise control and the rain sensor. Owner picked up vehicle yesterday.
Writer sent owner the following email:
*********
Good Morning Ms. [redacted]
I called the dealership this morning and was advised that the recalibration to your cruise control and rain sensor were completed and that you had picked up your vehicle yesterday.
I wanted to make sure that you were satisfied with the repairs that were completed and that everything is now working as it should.
If there are any problems, please let me know.
Thank you
Mike MacDonald
Executive Referrals Manager
FCA US LLC
CIMS 423-04-02
26001 Lawrence Avenue, Centerline, MI 48315
Office: (586) 274 - 8085
Mobile: (248) 376 - 8340
Fax: (586) 497 - 1294
Email: mike.macdonald@fcagroup.com
**********
3/18..... Owner sent writer the following email:
**********
Mike,
Thank you for the follow up. I cannot tell what a difference it was dealing with the Preferred Chrysler dealership. They delivered our

vehicle completely repaired to me when it was finished without me asking.
The general manager Jim Frenez went above and beyond to make sure that I was taken care.
Again thank you for your attention,
[redacted]y
**********

Writer closing case.

## Customer Assistance Inquiry Record (CAIR)# 2[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG0 | EC[redacted] | **Open Date** | 03/12/2015 | **Built Date** | 04/18/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 06/14/2013 | **Mileage** | 31,417 | **Dealer Zone** | 70 | | |
| **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** | 60115 | LITHIA CHRYSLER JEEP OF RENO | | | |
| **Dealer Address** | 3223 MILL STREET | | | | |
| **Dealer City** | RENO | **Dealer State** | NV | **Dealer Zip** | 89502 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | RENO NV [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - uConnect Cellular System - Via Mobile - Default | Display screen freezes quite often, need to restart my phone to get bluet |
| Product - Transmission / Transaxle - Manual Trans / Transaxle - Other - Default | Engine sounds like it labors, transmission performance, |
| Product - Transmission / Transaxle - Manual Trans / Transaxle - Jumps Out of Gear/Park - Default | Shifting trouble occurs in 1st Gear, 3rd Gear, 4th Gear, 2nd Gear, 5th |
| Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Worn - Unknown | abnormal noise coming from around the cup holders and near the sunroof |
| Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Other - Unknown | drivers seat squeaks and rattles |
| Product - Brakes - Unknown - Other - Unknown | the brake warning feature is sporadic |
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |
| Corporate - Survey By-Pass - Outbound Recall Follow Up - Default - Default | |

CQI Survey Record Received - DATE : 03/12/2015
Survey Number : 5144617
Quality Survey ID Number: 288444138
Survey Date : 03/09/2015
VIN Last 8 : EC1[redacted]
CQI Comments : [redacted]8
CQI
****

Did Customer ask for call back? (Yes/No) yes
Did Customer specify Email or Phone: (Yes/No) yes
Customer s Preferred Method of Contact: phone
Preferred call back number is: [redacted]
Preferred Email address: [redacted]
Mileage Updated? (Yes/No) no
Dealer code: 60115
Reason Codes Added? (Yes/No) yes
Summarize Customer concern:

-Display screen freezes quite often, need to restart my phone to get blue tooth to work
-Bluetooth system loses connection
-the brake warning feature is sporadic
-Engine sounds like it labors, transmission performance,
-Going into which gear/gears does the trouble occur? (check all that apply)
-Shifting trouble occurs in 1st Gear, 3rd Gear, 4th Gear, 2nd Gear, 5th Gear, in Normal conditions: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
-drivers seat squeaks and rattles
-abnormal noise coming from around the cup holders and near the sunroof controls around the cup holders and near the sunroof controls
Reassigned to: 86T Resolution
****DEALER CONTACT****
Writer contacted the dealership at 3:58 pm on 03/31/15 at 775-323-3106 and spoke with the receptionist and asked to speak with service. Writer was transferred to their line. Writer spoke with SA Chris and was placed on hold. Tony returned and stated that the customer has an appointment for an oil change on 04/01/15 but has not been in since 12/2014 for any concerns. Writer thanked dealer and ended call.
Status update provided via email to the following email address:
[redacted],
My name is Kristin, and I am following up on a survey that you recently completed regarding your 2014 JEEP GRAND CHEROKEE OVERLAND.
We regret the problem your vehicle has experienced and appreciate you bringing this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.
I have contacted LITHIA CHRYSLER JEEP OF RENO and spoke with Tony in service and found that you have not been into them since 12/2014 for unrelated issues, and you have an appointment for 04/01/15 for an oil change only, and you have not returned, however, the dealership was unaware that you were still having other issues with your vehicle
Given the many variables involved, we are unable to diagnose your vehicle s problem via email or phone. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
Once you have been to a dealer to have your vehicle concerns diagnosed, if you require further assistance from Jeep please contact us and we will be happy to work with the dealer to assist in resolving your vehicle concerns. You may contact us back by calling Jeep Customer Assistance at 1.877.426.5337.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.
Thank You,
Kristin
End of Status Update

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG1 | FC[redacted] | **Open Date** | 03/20/2015 | **Built Date** | 10/31/2014 | |
| **Model Year** | 2015 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 12/05/2014 | **Mileage** | 280 | **Dealer Zone** | 35 | WASHINGTON | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PFS | CASHMERE PEARL COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 42958 | SCRANTON DODGE CHRYSLER JEEP | | | |
| **Dealer Address** | 1146 WYOMING AVE | | | | |
| **Dealer City** | SCRANTON | **Dealer State** | PA | **Dealer Zip** | 18509 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | |
| | BINGHAMTON NY[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Other - Default | Front end collision warning system not working properly |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler:
Customer states that he took the vehicle to the dealership that he purchased the vehicle from because was having issues with his front end collision warning is not working properly
SA states that they had a technician come and look at the vehicle but they tested the wrong system
Customer told the SA that the system they tested wasn t the correct system so the SA told him that they would look at the vehicle and they would contact him when the vehicle was done and to come pick it up
Customer states that when he got home there were two messages from the SA stating that the vehicle doesn t come equipped the front end collision warning system then on the second message the SA states that there is nothing wrong with the system and it working fine now
Customer states the front collision system is still not working properly and wants to know what to do with the vehicle now
Agent advised the customer that she would contact Scranton Dodge Chrysler Jeep to see if the agent can get the customer in contact with the Area Manager
Agent spoke to SA Rita who states that she would get the customer in to have the vehicle checked out
Agent advised the customer that they got in contact with SA Rita who is going to book an appointment with him to bring the vehicle in to have it looked at
Agent transferred the customer over to speak with SA Rita
Briefly summarize what the customer is expecting:
Front end collision warning system not working properly
Reassign for Survey by Pass
TL SG893

Customer states forward collision warning system light not working. Been to DRL to have issue resolved but DLR is incapable of resolving issues.
Customer seeking assistance with the forward collision warning system.
Agent advised Customer we will contact the DLR to advise them to reach out to STAR for assistance for this concern.
Customer requested to have agent contact DLR 13903.
Agent contacted DLR 13903 and spoke with SM Mark who stated that vehicle works as designed. SM states that the testing that is required is to drive 30 miles/hr towards a vehicle and then put on brakes. Advised that this test is not recommended due to safety and does not want to have his Service Department perform this test due to the safety aspect.
Advised to have Customer contact his selling DLR.
Customer states he wants Chrysler to send out an Area Engineer to assist with resolving this concern.
Agent advised Customer that he would need to continue working with the DLR and that we do not send out Area Engineers to the DLR.
Customer states he does not agree with the response he received from DLR 13903.
Agent advised Customer that if he does not agree with the response from DLR 13903, he can take vehicle to another DLR for a second opinion.
Customer was not happy and disconnected the call.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG8 | EC[redacted] | **Open Date** | 03/23/2015 | **Built Date** | 02/18/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 03/30/2013 | **Mileage** | 29,786 | **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** | 58525 | PAPA'S DODGE INC | | | | | |
| **Dealer Address** | 585 E MAIN ST | | | | | | |
| **Dealer City** | NEW BRITAIN | | **Dealer State** | CT | **Dealer Zip** | 06051 | |
| **Owner** | [redacted] | | | | **Contact Type** | TELEPHONE | |
| **Address** | [redacted] | | | | **Home Phone** | [redacted] | |
| | WETHERSFIELD CT 0[redacted] | | | | **Country** | UNITED STATES | |

| | |
|---|---|
| Product - Transmission / Transaxle - Gear Selector / Linkage - Defective - Default | Customer has an ongoing issue with the RPM's going to 4000 when shifting. |
| Product - Electrical - Remote/Key Fob - Default - Default | Fob was in the vehicle and he got locked out. |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler:
Customer contacted Chrysler stating he has had a lot of issues with his vehicle. Customer said his radio has been replaced and last week his driver s side seat was replaced as it overheated and melted the leather. Customer said he has an ongoing issue with the RPM s going up to 4000 when shifting. Customer said he also got locked out of his vehicle last night and had to call to get into it. Customer is frustrated as this is a new vehicle and shouldn t be having all these issues. Customer has an appointment at the DLR on Thursday.
Briefly summarize what the customer is expecting: Customer wants resolution for his ongoing issue.
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 8[redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N * * * * *
IN WARRENTY
Household #New: 0 #Used: 2
MVP: MOPAR CUSTOMER APPRECIATION PROGRAM - CO
Agent contacted the customer and spoke to Mr. Penfield. Customer stated that he was at the DLR a few weeks ago for the same issue that was not resolved. Customer locked his keys in the vehicle last night. Customer stated that he is having issues with RPM, the seat has overheated and melted the leather. Customer expectations are to have the vehicle

repaired. Customer would like an oil contract. Agent will follow up with the customer on 3/26/15 to make sure the vehicle is at the dealership for his appointment.
Currant mileage on the vehicle: 29786
CONTACT UPDATE - Customer was contacted today at 1:30PM on 03/24/2015. Customer was provided with agent s extension: 40568.
Customer [redacted] calling to speak with CM; TH792 Writer transferred customer to CM extension: 40568
Writer informed customer [redacted] open recall: P67 - OCCUPANT RESTRAINT CONTROL MODULE
Customer: [redacted] declined to provide a secondary phone number at this time.
Customer contacted the Agent. Customer will be going to a different DLR to get a second opinion on the vehicle.
Customer alleges that the DLR is not listening to his concerns and is not satisfied with the rental vehicle.
Customer will contact the Agent when he will make an appointment for a diagnosis. Agent will follow up with the customer on 3/31/15 on information on oil change Service Contract.
Agent contacted the Customer. Customer has not made an appointment for a diagnosis. Customer wants to go to Carter Chevrolet. Agent advised customer that it needs to be a Chrysler DLR if he would like assistance with the repairs. Customer asked to speak with a supervisor.
CUSTOMER- Customer wants to speak to his case manager so he can speak with her manager CM transferred the call to TH792 at ext 40568.
**********Supervisor Call*********
Writer contacted customer at [redacted] Customer stated that he is dissatisfied with the service that he has received at the dealer.
Customer stated that he was advised that he could take the vehicle to any place for repairs. Customer stated he has not been provided a rental or loaner vehicle. Writer advised that rental is not a provision of the vehicles warranty and cannot be guaranteed. Customer stated that he was advised that he would receive an oil change contract. Writer advised that CM will explore contracts further, when case is concluding. Customer stated that he will be working with a different dealer. Writer advised that CM will follow up with customer to inquire as to what dealership the customer would like to work with.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40568. The reason for the customer contact was to provide or request the following information: To see when the customer will be taking the vehicle to the DLR for a diagnosis.
[redacted] calls to speak with their Case Manager.
Transferred the customer to TH792 at ext 40568.
Customer contacted the Agent. Customer stated that he will be making an appointment for a diagnosis tomorrow and asked to follow up with him on 4/01/15.
Agent contacted the customer. MR. Penfield stated that he has contacted the DLR for a diagnosis. Customer stated that the DLR will be contacting him for an appointment. Agent will follow up with the customer no later than 4/07/15.
Writer called the customer. Customer requested to be called back tomorrow.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40568.The reason for the customer contact was to provide or request the following information: customer needed to talk to their CM, status on the vehicle.
[redacted] requesting to speak with Case Manager.
Writer gave information for recall P67 OCCUPANT RESTRAINT CONTROL MODULE SAFETY 12/01/2014 INCOMPLETE
transferred to nic TH792 voice mail
Received call from customer [redacted] to speak with his CM. Writer warm transferred to TH792 ext. 40568.
Customer contacted Agent. Customer stated that he has an appointment scheduled on 4/14/15. Agent stated that she will look into an oil contract when the vehicle is repaired. Customer needs a rental.

Agent will follow up with customer no later than 4/13/2015.
Agent attempted to contact dealer Service Manager at (860)-223-0315. however,
SM not available. Left message for a return call at extension 40568.
The reason for the dealer contact was to provide or request the customer needs a rental.
Received call from customer [redacted]. CM not available, warm transferred to JS2946 ext. 40585.
Customer contacted writer and stated that the DLR wasn t going to authorize a rental while his vehicle is in the shop. Writer informed customer that writer would contact the DLR and get a rental take care of and would call customer back.
Writer contacted DLR, SM unavailable, and spoke with SA Jim who stated that the DLR was unable to authorize rental unless the vehicle was staying overnight for repairs. Customer is looking to drop vehicle off 4/13/2015 for 4/14/2015 appointment. Writer will send RA to authorize up to 5 days of rental while repairs are completed.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40585. The reason for the customer contact was to provide or request the following information: Writer left voicemail letting customer know that the DLR has been called and that the DLR will get him all set up in a rental vehicle.
Customer: calling to speak with CM; CM is not available. Writer transferred call to CM; 40533.
Agent received inbound cal from customer. Customer is dropping vehicle off at Pappa s and states that the only rental they have at lowest cost is a Chrysler 200 at $50.00 a day. Customer is wondering if there will be any additional costs to him after the $35.00 a day coverage by Chrysler. Agent advised that if there are additional costs after the $35.00 being covered, customer can send in Receipt and RO and we can reimburse him.
Received call from customer [redacted]. CM not available, warm transferred to JS2946 ext. 40585.
Writer received call from customer and customer was concerned about the pricing of the rental. Writer told customer to see about DLR getting him DLR pricing on the rental but that CAC can reimburse for the rental if need be as long as customer is just getting a regular rental vehicle.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40568. The reason for the customer contact was to provide or request the following information: To make sure customer is in a rental vehicle.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40568
The reason for the dealer contact was to provide or request the following information: status on the vehicle.
Customer contacted their CM and stated that the DLR has stated to the customer to drive the vehicle for a few days and see if the issue comes back, then come back to the DLR so they can try to duplicate the issue. Customer needs to be reimbursed for the rental vehicle. Agent will follow up with the DLR and then customer.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40568.
The reason for the dealer contact was to provide or request the following information: Needed to talk to SM about customers vehicle.
Agent contacted Mr. Penfield who stated collision waning is still beeping. Customer has gone to DLR. DLR will be giving a call to the customer, when to bring the vehicle for repairs. Agent will follow up with the customer on 4/22/15.
Agent contacted the DLR and spoke to service department, Keisha stated that customer was in the DLR last week for a radio update. DLR couldn t find any issues with the seat rattling or beeping noises. Keisha has stated that they have a STAR case open for the customer and will be contacting customer when the repairs are available.
CUST :: Inbound 1.5 call. Customer requested to be transferred to their CM. Writer provided the EXT and transferred the call.
Agent contacted the customer who stated that we are waiting on DLR call when the part will be available for the repair. Customer has possession

of the vehicle. Agent will have to contact SM at the DLR to get more information on what part we are waiting for. Customer stated that he uses Synthetic oil, agent will be looking into SC for the customer. Agent will call the DLR and then contact customer on 4/28/2015.
Agent contacted the DLR and spoke to SM Kyle at Papa s Dodge Inc. at 860-225-8751. SM Kyle stated that the vehicle hasn t been at the DLR since 4/13/15 and the claim has been processed. DLR was not able to duplicate the issue. RO# [redacted]. DLR has updated EMP module and body control module. Agent will follow up with customer.
Agent contacted the DLR at (860)289-0246. Left a voicemail for SM Jeremy. Agent needed to know when was the last time customer been at that DLR. Agent will follow up with the customer.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40568. The reason for the customer contact was to provide or request the following information: needed to know what DLR is customer working with.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40568 The reason for the dealer contact was to provide or request the following information: Status on the vehicle.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40568 The reason for the dealer contact was to provide or request the following information: Needed to know if DLR contacted the customer to go back for the repairs.
Agent contacted Papa s Dodge Inc at 860-225-8751 and spoke to SM Kyle who stated that the customer has the vehicle, there is no parts ordered for the customer. Agent will follow up with the customer.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40568. The reason for the customer contact was to provide or request the following information: needs to take vehicle to the DLR for diagnosis.
Agent contacted the customer who stated he still has forward collision warning on. Customer will have to make an appointment for diagnosis. Agent stated that (STAR) will be contacted to resolve the unresolved concern. Agent will follow up with the customer 5/14/2015 to make sure customer made an appointment for the diagnosis.
Agent spoke to Robin in service department who stated they were not able to duplicate any costumers concern. Robin stated that customer has not made an appointment for diagnosis. Robin stated that the parts for P67 recall are available, customer will need to make an appointment. Agent will follow up with the customer.
Writer contacted the Mr. [redacted] and advised of lines 197-200. Customer will be making an appointment for diagnosis and to get P67 recall done. Customer stated he didn t want to make an appointment for diagnosis before the parts for the recall are available. Customer wants an SC for oil changes, agent advised customer ones the vehicle is repaired Cm can add a SC, customer understood, customer uses synthetic oil. Agent will follow up the customer 5/19/2015.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40568. The reason for the customer contact was to provide or request the following information: to inform the customer that SC will be added in few days.
Agent contacted the customer and advised that SC has been added. Customer thanked the CM.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG3 | EC[redacted] | **Open Date** | 03/24/2015 | **Built Date** | 04/26/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 09/23/2013 | **Mileage** | 26,102 | **Dealer Zone** | 71 | LOS ANGELES | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 52979 | HUNTER DODGE CHRYSLER JEEP | | | |
| **Dealer Address** | 1130 AUTO MALL DR | | | | |
| **Dealer City** | LANCASTER | **Dealer State** | CA | **Dealer Zip** | 93534 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | PALMDALE CA [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - Duplicate CAIR - Default - Default | Duplicate CAIR 26731996 |
| Product - Body / Trim / Paint Finish - Unknown - Other - Unknown | Flash Light missing |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
Dealer Name: HUNTER DODGE CHRYSLER JEEP RAM
Dealer code: 52979
POC Name and position: Jim - SA
POC number: 661-948-8411
Current mileage: 26,102m
Customer concern: Cruise control inoperative, flash light missing and recall
Dealer diagnosis: Cruise control out of calibration, flash light not in vehicle.
Recommended repairs: Recalibrate cruise control, replace flashlight with a new one and complete recall
Is the customer in a rental? Yes
Is the customer waiting? No
Customer Name: [redacted]
Customer Phone number: 6[redacted]
Writer contacted Jim, SA at dealership 52979. SA states that the technician would like to talk to a TS regarding the cruise control. SA states that they do have another flash light in stock. SA cell 661-302-8746.
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-03-24 @ 13:21
CONTACT UPDATE - Writer attempted to contact customer at [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40540. The reason for the

customer contact was to provide or request the following information:
Writer advised of open case and TS involvement. Writer advised that case is assigned to Ree who will follow up with updates.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Customer calls to speak with their Case Manager.
Transferred the customer to JL1763 at ext 40528. Customer called in trying to return their case managers call. Writer advised that customers case manager (CM) was unavailable. Customer stated that her vehicle is currently at the DLR and she is a rental vehicle. Customer requested that we use [redacted] 3 as the primary contact number. Customer also provided land line# ([redacted]. Writer advised he would inform customers CM and she will follow-up with customer 3/25/15.
Call to dealer 52979 HUNTER DODGE CHRYSLER JEEP RAM 661-948-8411
Agent attempted to contact dealer Service Advisor Jim, however, SA not available. Left message for a return call at extension 40540.
The reason for the dealer contact was to provide or request the following information: To discuss information given to customer about adaptive cruise control.
Asked for call back.
Call from SA Jim. States customer has vehicle back. Provided her with flashlight and made calibration adjustments to the cruise control sensors.
Call to customer [redacted]
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40540. The reason for the customer contact was to provide or request the following information:
To confirm repairs and talk about adding case to track part for P67 recall.
Advised will call again on 3/27/15.
Call to customer [redacted]
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40540. The reason for the customer contact was to provide or request the following information:
To confirm repairs. Advised will call again on middle of next week.
Call to customer [redacted] 3 Customer repairs seem to be satisfactory though she has not really used the feature. Is okay with closing this case.
Would like P67 recall tracking case created.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT6 EC[redacted] | **Open Date** | 03/26/2015 | **Built Date** | 04/26/2013 | | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/30/2013 | **Mileage** | 21,474 | **Dealer Zone** | 74 | DENVER | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 67899 | PRESTIGE CHRYSLER-DODGE-INC | | | |
| **Dealer Address** | 200 ALPINE STREET | | | | |
| **Dealer City** | LONGMONT | **Dealer State** | CO | **Dealer Zip** | 80501 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | BERTHOUD CO 8[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management | SM, Lonnie Johnson, has poor customer service and is deceptive |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - Survey By-Pass - Top Care - Default - Default | |
| Product - Electrical - Navigation System - Intermittent/Cuts In and Out - Default | |

******Immediate Supervisor*****
Writer took call from Mr. [redacted] who is upset his concerns have not been address since he sent in test results regarding the touch screen navigation system and the unwanted frequencies that it is emitting that are sending false signals to the computer systems in the vehicle. Documents are attached to [redacted]5. Caller went over the concerns that are previously documented regarding the navigation system not accepting new destinations, the screen going blank, the radio pre-sets not working properly, the Adaptive cruise control system shutting down etc. Mr. [redacted] feels that if his test results were seen by a competent engineer/physicist that they would know what to do to solve his problem. He believes the cables and wires need to be shielded and all the computer systems in the vehicle need to be replaced. Writer advised our next step is to get the vehicle back to the dealership and get a technical specialist involved. Caller wanted assurances that he would not be told again that his vehicle was operating as designed but that we would continue to work toward a resolution based on the results of the tests he had run on the vehicle as he does not expect the dealer to be able to duplicate his concerns because they are very intermittent and he does not expect them to be able to pull error codes. Writer indicated we could not make those promises nor would we be able to advise how long the dealership would need the vehicle but our next step is to get the vehicle to the dealership. Writer advised a new case would be opened and reassigned to FC726 so she could continue to work with him. Mr. [redacted] indicated he would try to call the dealer and set an appointment for

about April 2. Writer advised his CA would contact the dealership to let them know he is coming in and we would want to escalate to a TS. Caller is requesting a rental vehicle and is not happy with the Enterprise rentals he has had as he states they are given to him with an empty gas tank and are dirty. Writer advised we would speak with the dealership to see what could be done to obtain an acceptable vehicle. Caller understood. Writer provided new case number, advised of the open recall P67 and verified phone numbers.
Best contact phone number is [redacted]3.
Secondary phone number (cell) [redacted]n requested that no messages be left on his cell phone but only at the primary number.
CONTACT UPDATE - Customer was contacted today.
Writer contacted dealership at 303-447-8187, spoke to Corvin/SA who stated that an engineer has come out and looked at vehicle. SA stated that it we would be going in a circle if customer came back in. Writer left a message for GM to call back to see if an appointment can be lined up for customer. .
Writer contacted John Elway dealership at (970) 506-9777 spoke to SA John who stated that earliest the dealership has for an appointment is April 16th morning. SA stated that he will line customer up with rental as writer approved rental.
John Elway dealership ( 45504 )
2501 35th Ave
Greeley, CO 80634
Writer contacted customer at [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40561. The reason for the customer contact was to provide or request the following information:
To advise customer of appointment at John Elway dealership ( 45504 ) on 4/16/15
Received voicemail from Parts Jim and asked to be called back 303-785-5220.
Writer contacted parts Jim back at 303-785-5220, and went over concerns on vehicle. Jim stated that customer is lined up for April 2nd and rental is lined up tooo.
Writer contacted customer at [redacted], who alleges that he has looked inside the dash of vehicle. Customer alleges that the radiation from the touch screen is getting radiation into the electrical components of the vehicle. Customer alleges that the radiation that is coming from the vehicle is illegal. Writer advised customer of appointment on 04/02/15 and that rental is lined up. Writer advised customer that a co-worker will send case up to TS once vehicle is at dealership.
MR [redacted] calls to speak with their CA FC726. Transferred the customer to CA RB1362 at ext 40540 as primary CA is not available.
Call from customer. States he received a call from Enterprise and was told dealer would not approve SUV type vehicle. Needs a vehicle with 4WD due to weather concerns. CA advised would contact dealer to approve a 4WD vehicle.
Call to dealer 24221 POLLARD FRIENDLY MOTOR CO 303-447-8187 Spoke with SA Mike. Approved a 4WD Chrysler vehicle for this diagnosis and repair appointment.
DM notes will be added for rental when process is complete.
SA Mike stated he would contact Enterprize to approve 4WD rental.
Dealership called in stating that customer told him that we were helping with his navigation concerns. Agent advised DLR that agent only sees approval for a rental? - Agent transferred DLR over to CM line.
Mike - SA, Contacting seeking direction on what is requested of the dealer,
Agent reviewed file and advised accordingly to notation it was advised the dealer would need to Open a Technical Case for review of customers concerns.
SA Mike advised he is unclear on how he should open this type of case. Agent transferred to CM Rep Kim for additional assistance for direction at this time.
(SA) Mike dealer 40561 called to speak to customer s advocate FC726. Writer warm transferred SM to customer advocate DM1312, as FC726 is not

currently available.
Dealer Code: 24221
POC Name and position: Mike sa
POC number: 303-785-5228
POC e-mail: mikes@pollardmotors.com
Date and time customer brought vehicle into dealer? 4-2-15 9:30 am
Is the customer waiting? No
Is the customer in a rental? Yes did get 4WD
Customer name: [redacted]
All customer contact numbers: [redacted]
Best time of day to contact customer? Unknown
Customer concern:1) radiation coming out of customer radio
Current mileage: 20780
Dealer diagnosis:1) unknown need assistance on how to detect the radiation
Are there ANY modifications to the vehicle? additional adapters plugged into plugs
Recommended repairs: dealer replaced radio 2 weeks ago and the navigation is working, but the radio will not hold the stations and the adaptive cruise control is not working, needs assistance.
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-04-02 @ 12:07
Customer calls to speak with their Case Manager.
Transferred the customer to SH950 at ext 40677 because the primary CM was out of the office.
Customer declined to provide a second phone number.
Customer called stating that he had gone into the dealership this morning, as scheduled, and they did not seem to even know why he was there and what was going to be done. Customer stated that he feels confident that CA, FC726, had done what she said she was not happy that noone at the dealership seemed to know how they were going to get Chrysler involved. Customer stated that Mike, SA, had eventually called in while he was there and stated that Enterprise did bring him 4 wheel drive Jeep. Customer states that he does not know if Chrysler is actually going to be able to resolve the vehicle concerns as they are intermittent and the dealership does not have proper equipment.
Writer asked about the cruise control and radio concern with the stations.
Customer stated that those concerns seem to be working correctly right now. Customer states that they could have still been the result of the radiation from the touch screen. Customer states that the radio is not blocking out some of the interference and then, with the radiation, it is making it s own interference as well.
Customer mentioned and reiterated that he does not want the TA, Robert Craighead to come anywhere near his vehicle. Customer states that the TA mis-diagnosed his vehicle about a year ago and he has had to deal with all of these problems since. Customer wanted a complaint sent about the TA as well as his boss, Jensen, as they did not seem to care about the issue, customer service or Jeep s reputation. Customer also wants an official complaint submitted on the current Service Manager (SM), Lonnie Johnson, as the service department has gone way down hill since she came.
Customer states that he has dealt with this dealership since 1998 and has purchased 5 Jeeps along the way. He says that there have been little concerns here and there, but most started about 2 years ago with the new SM. Customer states that there were SA s that used to have good customer service, but seem to not be allowed to anymore. Customer states he sent in a compaint to the chairman and does not think that the dealership should have 5-Star status.
Writer advised customer of case status and that STAR would be working with the dealership to address concerns. Writer stated that he would be contacted the first part of next week unless there are updates obtained prior that customer is not aware of.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
SA Mike calling in to speak with the CM that is on file.

Agent transferred SA Mike over to CM at extension 40561.
Writer contacted dealership at 303-785-5228, spoke to SA Mike who stated that he is waiting to hear back from TS. Writer advised SA that writer will have TS contact SA back.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer at [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40561. The reason for the customer contact was to provide or request the following information: to go over repairs. Follow up on 04/09/15
Writer contacted customer at [redacted] and advised customer that sensor alignment and flash updates were done. Customer alleges that concerns with radio are still present (radiation coming out of customer radio). Writer advised customer that TS also contacted the AM, and she advised that the matter of radiation has been addressed and will not be pursued. Customer stated that he is not happy with Chrysler not helping customer. Customer stated that he can t understand why POLLARD FRIENDLY MOTOR CO is a 5 star dealership because customer alleges that dealership is unfriendly, not willing to help customer and alleges that they are incompetent in repairs to radio concerns. Customer stated that he does not want to speak with writer anymore and is contacting an attorney.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer contacted in to report the latest concerns with his Uconnect. Customer advised that the dealership replaced his Uconnect in February and he is still experiencing navigation issues. Customer advised that he was driving and his screen went blank. Customer advised that when the Uconnect screen turned back on his navigation stated Activating and the system reloaded itself. Customer advised that the concern needs to be addressed or he will be seeking a replacement as he has had too many issues with this vehicle. Customer advised that the representatives that he has been working with in the past did not care about his concerns and he would like his issues addressed. Customer states that the dealership has reported that this is a regular issue and is normal in the radio which the customer states that he will not accept.
Customer is seeking documentation and Uconnect assistance.
Agent advised the customer that his current concern has been documented. Agent advised the customer that his case is being escalated to UCM for handling and assistance as he has not been in contact with this team for assistance. Agent requested that the customer allow until Monday for his UCM to contact him for assistance with his concern.
-
Customer advised that within the past month he submitted an Engineering Test Report that indicates, what he believes, is the cause for the concern. (Customer advised that the Radio Frequency Interference from the touch screen and lack of immunity from the radiation in the computer system is the cause of the concern).
-
****UConnect Case Management Escalation****
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted] to provide e-mail for contact.
* Agent did speak with RO188 in reference to this case.
****PLEASE DISREGARD LINES 206 TO 213
****CONTACT ATTEMPT (1)***** 86 04/13/2015 4:29:54 PM
Writer called Customer at [redacted] at 3:47 pm on 04/13/2015 and spoke with Customer. Customer has sent a document that is showing on case [redacted] and confirmed with the Customer that the Writer has reviewed it and understand he has had several issues with this vehicle and it has been into a couple of the Dealerships and still having issues and new issue have come up. Customer confirmed that the radio has been replaced. Customer doesn t feel that the Dealerships will be able to resolve the issue as they do not have technical people that can fix it. Writer

advised the Customer that we could have it go into the Dealership of his choice and involve our technical team. Customer didn t want to be disrespectful and said that he is past that and just wants to speak to management and Writer advised that it would be the same as what I can do for him. Customer still would like a supervisor call as he was promised one before. Writer advised that this would take place within one business day.
****there is a document on case [redacted] should be reviewed******
Customer has requested Supervisor callback
[redacted]
Reason for request: Customer feels the issue should be resolved and doesn t feel the Dealership can resolve it and wants more assistance for something he paid
51,000.00 for.
CAIR assigned to: RO188
CSR has informed customer a Supervisor callback request has been made
***Supervisor***
RO188 spoke with the customer about his ongoing media center concern. The customer claims that he has been to the dealership and they have not been able to resolve the issue. The customer claims the dealership is not will to acknowledge the issue and simply claim that there is no issue. RO188 suggested the customer work with the case manager and the dealership to help resolve the issue. The customer is reluctant to work with the case manager and the dealership. RO188 suggested a different dealership if he is not happy with the service he is receiving at the current dealership. The customer excepted the assistance from a case manager. RO188 advised the customer that the case will be with a case manager and she will contact him tomorrow to follow up.
***CONTACT UPDATE****
Writer called Customer at [redacted] at 1:53 pm on 04/15/2015 and left a voicemail message. Writer provided contact information and asked him to return the call. Writer thanked the Customer for working with Uconnect.
Writer received a call from the Customer and confirmed that he would still like to work with Uconnect Case Management and see if we can resolve the issue. Writer advised she would like to try and reach out to dealerships he might like to use and see if we can get them to work with us and our technical team and resolve the issue. Customer will put the names together and let me know.
Customer called and left a voicemail message and would like to see if Prestige, Fort Collins or Johnson Auto can be contacted.
DLR contacted stating he was provided a case number and extension regarding customer s vehicle. Agent warm transferred customer to CM Sherri.
Writer called Prestige at 303 651 3000 and left a voicemail message for Service Manager Steve, Writer called Fort Collins and left a voicemail for Service Manager Bob Lee, Writer called Johnson Auto and spoke with Service Manager Tom and he confirmed that they are willing to work with the Customer and get the issue resolved. Writer has since heard back from Prestige and Service Manager Steve and he also advised he would be willing to work the Customer but that they are looking for the week of April 27, 2015 before they could see it.
Writer called Customer and left a voicemail advise him what information I have to date. Writer asked the Customer to return the call.
writer to call customer
****CONTACT UPDATE***
Writer called Customer at [redacted] at 2:12 pm on 04/23/2015 and there was no machine and no one answered.
****CONTACT UPDATE*****
Writer called Customer at 970 532 3013 at 2:16 pm on 04/24/2015 and left a voicemail message for the Customer. Writer provided contact information and asked the Customer to return the call. Writer thanked the Customer for working with Uconnect.
Writer received a voicemail message from the Customer and he is happy to work with Prestige and is fine to work with them in May.

Writer to call Customer tomorrow
Writer received a voicemail message from Customer
****CONTACT UPDATE****
Writer called Customer at [redacted] at 12:34 pm on 05/01/2015 spoke with Customer and he has not booked an appointment but will and let me know so I can send them a note about the authorizing a rental we try to diagnose the vehicle.
Writer is awaiting for Customer to advise when he has booked an appointment.
Writer is still awaiting for the Customer to book an appointment and let me know.
Writer is still awaiting for Customer to book an appointment
Writer has booked an appointment for May 19, 2015 at PRESTIGE CHRYSLER DODGE JEEP
Customer has an appointment for 05/19/2015
Customer s appointment is today. Writer will follow up with the Customer in the next couple of days.
Customer called and confirmed that the vehicle is at Prestige Chrysler
****DEALERSHIP CONTACT****
Writer called PRESTIGE CHRYSLER DODGE JEEP at 303-651-3000 and left a message for Service Advisor Marty who is looking after the vehicle but left the message with Service Advisor Keith.
Dealer Code: 67899
POC Name and position: SA Marty
POC number: 303-651-3000 ext. 325
POC e-mail: na
Date and time customer brought vehicle into dealer? 5-15-2015 @ 10:26am
Is the customer waiting? No
Is the customer in a rental? Yes, as of 5-15-2015 @ $35.00 a day
Customer [redacted]
Best time of day to contact customer? anytime
Customer concern: Repeat radio issues, screen goes black and the navigation control buttons do not always work.
Current mileage: 21474
Dealer diagnosis: Yes, wants to replace the radio.
Are there ANY modifications to the vehicle? no
Writer advised that the case will be escalated to a TS and to wait till TS calls to do anything.
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-05-20 @ 16:07
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer at [redacted]
Advised customer that case is with ECS and TS invlovlement. Customer stated that he was told by SV600 that once the vehicle was at the DLR they would have a Uconnect specialist working with the DLR to resolve the issues. Writer advised that our TS is not related with Uconnect but is trained to work with Uconnect and is familiar with the system. Gave contact information. Customer stated that on occasion the radio buttons will not function as well. Customer states that is pleased with the new DLR and happy to work with them as they have a good facility and professional personnel.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer at [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40753. The reason for the customer contact was to provide or request the following information:
Advised that TS approved radio to be replaced.
Writer contacted DLR, left voicemail for SA Marty to return call regarding repairs.
Writer contacted DLR, spoke with SA Marty, SA stated that they had to order the replacement radio and should have that no later than 05/27.
Writer to follow up 05/28.

Writer contacted DLR spoke with SA Marty, SA stated that the radio has not arrived as of yet.
Writer contacted customer at [redacted]
advised customer that the radio has not arrived yet. Customer stated that he would like to have writer make note that he is very pleased with the customer service of Prestige and it is refreshing to have the dealer acknowledge his concerns. Writer to follow up no later than 06/01.
Writer contacted DLR, Left voicemail for SA Marty to return call regarding repair ETA.
Writer contacted DLR, spoke with SA Jason, SA checked with parts, radio has not arrived.
** Inbound Called **
SA Marty stated that there is an ETA for 6-10-2015. SA advised he can be contacted at 303-651-3000 ext. 325.
Writer contacted customer [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40753. The reason for the customer contact was to provide or request the following information: advised of information from lines 367-369.
Writer to follow up 06/10.
Writer contacted DLR, left voicemail for SA Marty to return call regarding arrival of parts needed to complete repairs.
Writer contacted DLR, spoke with SA Keith, SA advised that he overheard a conversation between SA Marty and the customer, SA Marty advised the customer that the radio did not come in today. SA Keith does not have a new ETA for parts.
Writer left voicemail for SM Steve, writer advised that we need to get information regarding the radio and when it will arrive.
SM Steve called to speak with Customer Advocate MM3103.
Transferred the SM Steve to MM3103 at ext 40753.
Writer received call from SM Steve. SM advised that the radio is showing as backorder, ETA in the system is still showing 06/10 but the radio did not arrive.
-
Part number: 28190240AG Order number: [redacted]
Writer contacted customer at [redacted]
Advised customer of lines 386-388. Advised that we are sending to our expediting department, customer states that once the radio is in he will get an appointment scheduled to have the recall completed and the radio replaced. Customer stated that he would like to get a rental for the day when he goes in for the repairs. Writer advised that once we have an appointment scheduled we will set up a rental vehicle.
-
Part number: 28190240AG Order number: 2[redacted]
Writer received call from SA Marty, SA returning call. Advised SA that writer spoke with SM Steve and got part and order number to expedite.
-
Part number: 28190240AG Order number: [redacted]
**********96W Parts Update**********
Z8190240AG
248382
---
0521 1 SSD-INPROCES 01 REL TO SUPLR
0521 1 SSD-INPROCES 00 SSD-INPROCES
0521 1 RELEASED 02 REL TO SSD
---
Added to Urgent Report
**********End Parts Update**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#Z8190240AG,Order#248382,OMC#91778595
on 2015-06-11 @ 11:08
****** START OF SUPPORT ESCALATION by T9468NK******
**** Update from Expediting Team for ****
Part#Z8190240AG,Orde[redacted],OMC#91778595
Order has released from supplier; ETA per analyst is 06/30/2015.

****** END OF SUPPORT ESCALATION ****** by T9468NK
****** START OF SUPPORT ESCALATION by T3759FI******
**** Update from Expediting Team for ****
Part#Z8190240AG,Order#2[redacted],OMC#91778595
Dealer requested to cancel this order. Notes in the history states that the dealer received a radio.
****** END OF SUPPORT ESCALATION ****** by T3759FI
****** START OF SUPPORT ESCALATION by T3759FI******
**** Update from Expediting Team for ****
Part#Z8190240AG,Order#2[redacted]OMC#91778595
Dealer requested to cancel this order. Notes in the history states that the dealer received a radio.
****** END OF SUPPORT ESCALATION ****** by T3759FI
****** START OF SUPPORT ESCALATION by T9468NK******
**** Update from Expediting Team for ****
Part#Z8190240AG,Order#2[redacted]2,OMC#91778595
Dealer requested to cancel this order. Notes in the history states that the dealer received a radio.
****** END OF SUPPORT ESCALATION ****** by T9468NK
****** START OF SUPPORT ESCALATION by T9468NK******
**** Update from Expediting Team for ****
Part#Z8190240AG,Order#2[redacted]OMC#91778595
Dealer requested to cancel this order. Notes in the history states that the dealer received a radio.
****** END OF SUPPORT ESCALATION ****** by T9468NK
Writer contacted DLR, spoke with parts manager John, John advised that they are not wanting to cancel the order and does not know why it is being cancelled, John advised they are trying to be sent a new unit and not an exchange unit. John stated that he is working on getting the problem fixed.
CRM called customer to discuss the final resolution. Customer called CRM a thug and disconnected the call. TA to contact dealer, dealer has not duplicated the radio issue. CRM, TA and AM agreed to replace the radio one last time. CRM to restrict warranty due to repeated dealer contacts for an issue that is related to an aftermarket navigation. No further action required by FCA or CAC at this time.
CM to return case for closure
Writer contacted customer [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40753. The reason for the customer contact was to provide or request the following information: returning call and discuss case.
Writer received return call from customer, writer advised customer of that we can replace the radio in the vehicle one last time or customer can get in touch with EMJ5 to discuss a repurchase of the vehicle, customer stated that he refuses to work with EMJ5 and expects to either have radio replaced until he gets one that works or $75,000 in cash delivered to his home or a certified check signed by the chairman of the company, writer advised again of replacement of radio one last time or the customer can contact EMJ5 to discuss repurchase, customer confirmed offer and advised of his expectation for Chrysler to replace his radio until there is one that works per the warranty as that is out legal obligation or to have vehicle repurchased for $75,000. Customer will be writing another letter to the chairman of the company, customer reiterated that he refuses to work with EMJ5 and will need the chairman to assign someone in a higher position than EMJ5 to be in touch with him. Customer stated that he will be getting in touch with an attorney. Customer wants writer to convey his expectations and then follow up with an ETA for the radio, writer advised customers comments will be conveyed.
CRM restricting vehicle warranty as there is nothing wrong with customers radio. Restriction in place so Area Manager will be notified if the customer takes his vehicle to another dealer for repairs. CRM and Area Manager agreed have dealer replace the radio this one time for customer satisfaction.
****** START OF SUPPORT ESCALATION by T9468NK******
**** Update from Expediting Team for ****

Part#Z8190240AG,Order[redacted],OMC#91778595
Dealer requested to cancel this order. Notes in the history states that the dealer received a radio.
****** END OF SUPPORT ESCALATION ****** by T9468NK
Agent attempted to contact dealer Service Manager Steve, however, SM not available. Left message for a return call at extension 40753
The reason for the dealer contact was to provide or request the following information: find out if dealer has the radio for the customer.
Ronald Klein called to speak to his CA MM3103 at X40753 that was not available at that time. Writer warm transferred caller to leave another voicemail message for CA today. Customer would appreciate a callback today from CA MM3103.
****** START OF SUPPORT ESCALATION by T3723AL******
**** Update from Expediting Team for ****
Part#Z8190240AG,Order[redacted],OMC#91778595
Order shows it was cancelled 6/16 per DLR request
****** END OF SUPPORT ESCALATION ****** by T3723AL
CLOSED LOOP UPDATE - no need for additional follow-up.
EORD HAS BEEN CHANGED TO 2015-07-31
FOR PN: Z8190240AG, ORDER# 2[redacted], FOR OMC# 91778595

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM0 EC[redacted] | **Open Date** | 04/01/2015 | **Built Date** | 03/02/2014 | | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 05/20/2014 | **Mileage** | 18,847 | **Dealer Zone** | 70 | | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 60023 | AIRPARK CHRYSLER JEEP | | | |
| **Dealer Address** | 15656 N HAYDEN ROAD | | | | |
| **Dealer City** | SCOTTSDALE | **Dealer State** | AZ | **Dealer Zip** | 85260 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | |
| | PHOENIX AZ [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | adaptive curisecontrol not working and blindspot indiacator not working |
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | brake warning message on |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

Dealer Code: 60023
POC Name and position: Adam sa
POC number: 602-931-5221
POC e-mail: apentz01@vtaig.com
Date and time customer brought vehicle into dealer? 03-05-15 9:19 am
Is the customer waiting? No
Is the customer in a rental? Yes 2 days Chrysler
Customer name [redacted]
All customer contact numbers: [redacted]4
Best time of day to contact customer? unknown
Customer concern:1) recall p64 2) adaptive cruise control not working 3) blind spot indicator not working 4) brake warning message on when no one in front of him
Current mileage: 18847
Dealer diagnosis:1) recall 2)4)front sensor loose and alignment routine 3) right module installed backwards pointing at vehicle instead of the road
Are there ANY modifications to the vehicle? No
Recommended repairs: 1) did recall 2,4) realigned sensor 3) reinstalled the blindspot module correctly
Adam sa advised writer that the repairs where completed on 3-6, vehicle returned to customer on 3-7. Adam sa advised writer that he went out on back injury on 3-6, and thought the vehicle would be called in. Adam sa advised writer that he is just getting back from back injury.
Left message for Adam sa to call writer checking to advise that writer will authorize the repair, but writer does need to talk to him about the

if there are any parts and the labor cost.
Called Adam sa to advise that writer will authorize the repair. Writer advised Adam sa that writer needed the parts and labor cost. Adam sa advised writer total cost is $289.30, 2 days rental $70, parts 9 rivets $46.62 labor $172. Writer gave Adam sa the reference number.
***Enhanced Customer Satisfaction Team (ECS) ****
CONTACT UPDATE - Left message [redacted] for customer that writer is following up with customer on repairs that where completed last month. Writer advised will follow up on 4-7.
Left message [redacted] customer that writer is following up with customer on repairs that where completed last month. Writer advised will follow up on 4-8.
Called [redacted]4 customer to check on repairs. Customer advised writer that it seems to be fine except for the cruise control adapter when coming up to another car at times it does not recognize that there is another car in front of him and does not react, but it does not do it all the time and there is not a pattern to it, so customer has not taken it back to the dealer. Writer advised customer that writer can keep the case open and check back with customer 4-15 to check on if it happens more often or if there is no problem. Customer advised he would like the case to stay open. Writer advised customer that writer will email customer writers information, so if there are any concerns customer can call the dealer 1st then contact writer.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Debbie and I have been assigned as your customer advocate. This email is confirmation that your [redacted], was successfully escalated to me I will be calling you at your preferred number, 602-686-1414, I will follow up with you again on 4-15 to see if the adaptive cruise control is still an issue. My office hours are 8:00 AM 4:00 PM (Eastern Time). My contact information is 800.763.8422 EXT 40541. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Customer wants writer to check back on 4-15.
Called [redacted]4 customer who advised writer that he can not talk right now, so if writer could call him back. Writer advised customer that writer will follow up on 4-21.
Left message [redacted] for customer to check if customer is still having an issue with his adaptive cruise control. Writer advised in message that writer will follow up on 4-24.
Left message for Adam sa to check to see if the customer has called in to have his adaptive cruise control checked again. Writer advised will follow up on 4-24.
Left message [redacted] for customer to check if customer is still having an issue with his adaptive cruise control. Writer advised in message that writer will follow up on 4-24.
Left message [redacted] for customer to check if customer is still having an issue with his adaptive cruise control. Writer advised in message that if writer does nto hear from customer by 4-29 writer will be closing the case. Writer advised in message that if there is still a problem after the case is closed writer can open a new case.
CLOSED LOOP UPDATE - confirmed repairs with Adam sa no callback from customer.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG7 | EC1[redacted] | ***Open Date*** | 04/03/2015 | ***Built Date*** | 02/27/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 10/16/2013 | ***Mileage*** | 15,000 | ***Dealer Zone*** | 74 | DENVER | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 24243 | BERTHOD MOTORS INC | | | |
| ***Dealer Address*** | 2914 GRAND AVE | | | | |
| ***Dealer City*** | GLENWOOD SPGS | ***Dealer State*** | CO | ***Dealer Zip*** | 81601 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | BASALT CO 8[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Electronic Vehicle Security - Other - Default | False Forward Collision Warnings |

Briefly summarize why the customer is contacting Chrysler: Customer states that he has had several issues with the forward collision warning system in his vehicle, and that none of the online solutions he has found have resolved anything. He states he has an appointment for next Thursday at his DLR and wants to know what can be done to repair it.
Briefly summarize what the customer is expecting: Customer seeking to have his forward collision warning system adjusted so that it doesn t provide false warnings.
Agent advised customer to ask DLR to address the problem while he is in for repair on Thursday, as we are limited in the support we can provide over the phone.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECG1E[redacted] | | ***Open Date*** | 04/04/2015 | ***Built Date*** | 06/13/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 01/10/2014 | ***Mileage*** | 13,651 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***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*** | 60459 | PUENTE HILLS CHRYSLER DODGE JEEP | | | |
| ***Dealer Address*** | 17280 GALE AVE | | | | |
| ***Dealer City*** | CITY OF INDUSTRY | ***Dealer State*** | CA | ***Dealer Zip*** | 9 748 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | YORBA LINDA CA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Brakes - Unknown - Other - Unknown | Collision warning system |

****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
Briefly summarize why the customer is contacting Chrysler: Customer contacted Jeep to gain assistance with their dealership not being able to duplicate their vehicle braking on it s own
Agent informs they will reach out to the dealership service advisor Lee for further assistance at PUENTE HILLS CHRYSLER DODGE JEEP
Briefly summarize what the customer is expecting: Customer seeks to have their vehicle operate as designed
Dealership Lee informs they have checked the vehicles collision warning system and sensors and everything that could potentially cause the customers vehicle to brake on it s own but nothing could be determined to cause the issue
Agent informs the customer that they would be unable to further assist other then informing that if they believe the certified dealership did not diagnose the vehicle to their expectations the customer could have an alternative certified dealership diagnose the vehicle
Agent refers the customer to Tuttle-Click s Tustin Chrysler Dodge Jeep Ram
Customer thanks agent
Customer thanks agent

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG9 EC[redacted] | **Open Date** | 04/07/2015 | **Built Date** | 05/30/2013 | | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/09/2013 | **Mileage** | 36,000 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 44740 | DODGE OF PARAMUS INC | | | |
| **Dealer Address** | 315 ROUTE 4 WEST | | | | |
| **Dealer City** | PARAMUS | **Dealer State** | NJ | **Dealer Zip** | 07652 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | DEMAREST NJ[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Body / Trim / Paint Finish - Body Hardware - Broken, Cracked - F. Door-Driver | Back cargo handle broken |
| Product - Electrical - Unknown - Other - Default | Forward collision warning not working properly |
| Product - Unknown - Unknown - Buzz, Squeak, Rattle - Default | high pitch noise during start up in the cold |

Briefly summarize why the customer is contacting Chrysler: Customer stated that he is taking his vehicle in for a recall and a couple of other issues. Customer stated that he has a high pitch noise after start up in the cold. Customer stated that the back cargo handle is broken and the forward collision warning comes on for no reason. Customer stated that he would like information on the rental coverage on his service contract.
Briefly summarize what the customer is expecting: Rental coverage information
Agent advised customer of the P67 recall and that his case would be escalated for special tracking for the recall part.
Agent transferred the customer to MVP for information about the rental coverage.
The part required to provide a permanent remedy for recall P67 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]51
Preferred Afternoon/Evening call back number is 2[redacted]
Customer email address for case updates [redacted]
Reassigned to 961

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBG1 | EC[redacted] | **Open Date** | 04/07/2015 | **Built Date** | 10/15/2013 | |
| **Model Year** | 2014 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 01/28/2014 | **Mileage** | 30,000 | **Dealer Zone** | CJ | GERMANY | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 14403 | CHRYSLER & JEEP VERTRIEBSGESELLSCH | AFT MBH | | |
| **Dealer Address** | MAINZER STRAßE 96 | | | | |
| **Dealer City** | WIESBADEN | **Dealer State** | EX | **Dealer Zip** | 65189 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | PALM HARBOR FL[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Park Assist System - Other - Default | blind spot and foward collisoin alert message |
| Dealer - By-Pass - Default - Default - Default | |
| Referral - International Customer Relations - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: customer is contacting Jeep for information about an ongoing issue with the vehicle alert messages.
Briefly summarize what the customer is expecting: seeking what can be done in regards to the issue with the blind spot alert messages and forward collision sensor.
Customer states that the customer has brought the vehicle into the DLR multiple times and they have replaced the module many times but the issue is still occurring. Customer is seeking what can be done in regards to the issue with the vehicle.
Agent advised customer that with the customer being overseas writer would need to get customer over to our international department. Agent advised customer of the contact number as per AC ID: 18786. Agent transferred customer over for further assistance.
**International Customer**
Customer s current location (City, Country):
Vehicle s current location:
Who has possession of the vehicle: Customer
Customer s current address: [redacted] ,
PALM HARBOR , FL- [redacted]
Customer s current phone number (Daytime): [redacted]
Customer s current phone number (Evening): [redacted]
International calling code:
Customer s email address: [redacted]
Dealer name: FCA Motor Village Germany GMBH
Dealer code: 14403

Customer s current issue: ongoing issue with the alert messages after module have been replaced
Agent confirmed phone number and email address with customer.
Customer was advised case will be handled by an International Specialist.
Assigned CAIR to TJK7
!!!!!!!!!! LL905
Please provide with country / location the customer is calling from.
WIESBADEN Germany
**********

Dear Mr. [redacted]:
Thank you for contacting the FCA US Customer Assistance Center, regarding your
2014 JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DR .
Your email was received by the FCA US LLC Customer Assistance Center that addresses issues with vehicles currently in the United States.
To better assist you I have forwarded your case to our FCA Europe Office and you will hear from that office shortly.
If you would like to contact them yourself you may reach them at;
Chrysler at 00800 1692 1692, Jeep at 00800 0 426 5337,
or via email at; customercareinternational@fiat.com
Thanks again for your email.
**********

Good morning Sara,
How are You?
Please review below case and handle on merits. Thanks.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM0 EC[redacted] | | **Open Date** | 04/08/2015 | **Built Date** | 09/26/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 03/28/2014 | **Mileage** | 32,000 | **Dealer Zone** | 51 | CHICAGO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 26951 | DUPAGE CHRYSLER DODGE JEEP RAM | | | |
| **Dealer Address** | 433 E NORTH AVE | | | | |
| **Dealer City** | GLENDALE HEIGHTS | **Dealer State** | IL | **Dealer Zip** | 60139 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | ADDISON IL[redacted] | **Country** | UNITED STATES |

Product - Electrical - Electronic Vehicle Security - Defective - Default

Briefly summarize why the customer is contacting Chrysler:
Customer called in as he is becoming increasingly frustrated with his vehicle. He states that every time he takes it in for an oil change it seems to have something else wrong with it. Currently it is at the dealership as the collision warning is working properly but is not throwing codes. Customer states that the STAR team is getting involved. Agent offered to call the dealership but customer said there is no need and he is happy with what they are doing. Agent stated that we will begin the documentation process and provided the customer with his case number. Agent stated that if he isn t happy with the STAR resolution, to give us a call back. Customer inquired about Lemon Law.
Briefly summarize what the customer is expecting:

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCTX | EC[redacted] | **Open Date** | 04/13/2015 | **Built Date** | 01/05/2014 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 01/23/2014 | **Mileage** | 6,172 | **Dealer Zone** | 51 | CHICAGO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 66583 | LANDMARK CHRYSLER JEEP INC | | | |
| **Dealer Address** | 2331 PRAIRIE CROSSING DR | | | | |
| **Dealer City** | SPRINGFIELD | **Dealer State** | IL | **Dealer Zip** | 62707 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | SPRINGFIELD IL[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | Blind spot monitoring |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | Customer states that ACC light comes on and the ACC does not work |

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler seeking assistance with ACC and FCW.
Briefly summarize what the customer is expecting: Customer expecting both to function properly.
Customer states that he has been experiencing issues with the ACC/FCW light coming on the EVIC and also that the ACC?FCW is not working properly.
Customer states that the vehicle was at the DLR last week and they replaced the Throttle Control.
Customer states that when he picked up the vehicle the light came on about 2 miles from the DLR.
Customer states that he took the vehicle back in to the DLR today and they were unable to diagnose or duplicate the issue.
Customer states that the Adaptive Cruise Control does not work at all and that the Front Collision Warning will go off with nothing in front of him.
Writer advised customer that the file would be escalated to CM for review.
Customer understood.
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: [redacted]
Would customer like to receive updates via text message? (N)
Mobile number:
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJR

dealer within the last 30 days? (Y)
If a CDJR dealer has diagnosed within 30
days, what is the dealer name or code? 66583
If a CDJR dealer has not diagnosed within 30 days, when is the customer s
appointment scheduled?
Date:
Time:
Confirmed appointment at dealer codeÙ with nameÙ
Is the customer in a rental? (Y/N)
Who authorized?
From what date?
Reassigned to 88F
* * * * * * CASE MANAGER TEAM - District P * * * * * * *
Ownership: Original owner
NEW: 2
USED: 0
Service Contract: Yes lifetime
still in warranty
T2- Level 2- CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. However, customer was not available.
Left message for a return call at extension 40696. The reason for the
customer contact was to provide or request the following information:
Agent contacted customer to discuss next steps.
CONTACT UPDATE - Customer was contacted today at 7:10:12 PM.
Customer was provided with agent s extension: 40696.
Agent attempted to contact customer, phone number dialed, [redacted]
However, customer was not available.
Left message for a return call at extension 40696. The reason for the
customer contact was to provide or request the following information:
Agent contacted customer to discuss customer s concerns.
[redacted] called, requesting his Case Manager. Transferred customer
to CM VB254 at ext 40700 as CM TB953 was unavailable.
CUSTOMER CONTACT- Customer informed CM that this began with a message on
the EVAC display. It would tell customer to clean the system, it is only
up for a couple seconds. Customer states that there is a button that is
there that disables front collision disabled light will light up.
Customer states that when this system is doing this the vehicle will not
let the cruise come on. Customer is also getting false alarms on the
collision control. Customer states that before work and after work this
would happen. It would happen 5-7 minutes after the trip. Customer states
that it started happening less frequently. Customer states that the first
time they didn t put any miles on it, they just replaced the throttle
body. Customer states that they ve done small test drives. Customer
states that he is comfortable enough to pull his phone out.
Customer called CM and left a message informing CM that the issue
occurred again this morning. The message popped up again.
Agent contacted dealership, phone number dialed, 217-862-5300. Agent
contacted dealership to discuss. Agent spoke to Mel in service and
confirmed the issue. They were unable to duplicate the issues. Internal
fault in module was replaced. CM was informed that mileage is 6159. CM
informed SM that CM would like to get customer in for an appointment and
that CM can provide rental. SM requesting that customer call him to get
an appointment scheduled.
****** Below Customer Contacted for Documentation Request ******
[redacted]
Agent attempted to contact customer, phone number dialed, [redacted]
Agent spoke to customer about our next steps. Customer is going to try to
drop the vehicle off Monday morning. CM is to follow up Monday with all
parties. 4/20
CUSTOMER CONTACT- Customer has an appointment Monday.
Vehicle is at the dealership - LANDMARK CHRYSLER JEEP INC (66583)
Update triggered by S52197N
Agent contacted dealership, phone number dialed, 217-862-5300. Agent
contacted dealership to touch bases and discuss the status of diagnosis.
Agent spoke to service and was informed that customer came in this
morning and they put the customer in a rental vehicle they are going to

keep the vehicle over night.
Agent attempted to contact customer, phone number dialed, [redacted].
However, customer was not available.
Left message for a return call at extension 40700. The reason for the customer contact was to provide or request the following information:
Agent contacted customer to touch bases.
4/21-22.
Customer called in wondering what the next steps are. Customer states that this is the 4th time the customer has gone in for this concern. Customer is expecting this issue to be resolved before leaving the deaelrship.
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-04-20 @ 15:03
Agent attempted to contact customer, phone number dialed, [redacted]
However, customer was not available.
Left message for a return call at extension 40700. The reason for the customer contact was to provide or request the following information:
Agent contacted customer to discuss next steps.
CUSTOMER CONTACT- Agent spoke to customer who states that he was just contacted by the dealership who states that they found a range sensor and that the vehicle is ready for pick up. Customer explains that this is the 4th Monday this vehicle has been in the shop and doesn t feel comfortable picking up the vehicle now.
REASSIGNED TO BC/DLR 51 66583 04/20/15 16:25 O [redacted]
Agent contacted dealership, phone number dialed, 217-862-5300. Agent contacted dealership to inquire about the status of the repairs and next steps. The tech found the acc sensor was out of adjustment. CM requested that they quality test the vehicle further. Agent spoke to SA Dave and was informed that they can def keep the vehicle over night. CM informed SA that CM has escalted to STAR on behalf of the dealership and would like a response.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Status update provided via email to the following email address:
[redacted]
Hi this is Veronica with Chrysler customer care. I wanted to let you know the dealership is now working with our engineers. I should have more information by the end of the week. If you need to speak to me before then, please don t hesitate to give me a call at 8007638422 ext 40700. Thanks for being a valued part of the Jeep family. Have a great day!
End of Status Update
Agent contacted dealership, phone number dialed, 217-862-5300. Agent spoke to SM (Mel) and was informed that the sensor was adjusted. Customer has been gone since the 20th.
Agent attempted to contact customer, phone number dialed, (217) 836-2828.
Agent contacted customer to confirm repair satisfaction and discuss any remaining concerns. Agent spoke to customer who confirmed the repair. The error message is no longer occurring and functinoality has been restored. The front crash warning it was triggering in traffic, but it is not triggering at all. Customer is thinking that everything is resolved at this point. Customer states that everything has been resolved to his satisfaction.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9 | EC[redacted] | ***Open Date*** | 04/20/2015 | ***Built Date*** | 08/04/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 10/19/2013 | ***Mileage*** | 23 | ***Dealer Zone*** | 42 | DETROIT | |
| ***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*** | 44027 | SUPERIOR CHRY-PLYM-DODGE-JEEP | EAGLE OF ASHLAND INC |
| ***Dealer Address*** | 1041 GREENUP AVENUE | | |
| ***Dealer City*** | ASHLAND | ***Dealer State*** KY | ***Dealer Zip*** 41101 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | ASHLAND KY[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | Adaptive cruise control sensor needed to be repaired. |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
warrenty
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I had a sensor go off concerning a front wipe sensor not available. I took my car in for an oil change and to look at this sensor. They found that the front grill front collesion sensor was very loose like I had been in a wreck and was not fixed correctly. I had not had any collisions or body work done on my car. I did see where this was a little loose and that the plastic cover clasp was broke on one side. This could have been done when they pulled it off to check the senor itself. I told them I had not had any issues. They said it would not be covered. How come??/
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2014 Jeep Grand Cherokee.
I regret to learn of the concerns you have experienced with your vehicle and appreciate the time you have taken to contact us with your request for information on the reasoning for a decision on a warranty claim.
I am more than happy to review your concerns and therefore, I will be in contact with your dealership on your behalf. Once I have any updated information I will be in further contact with you.
Also, our records indicate that the following recall campaign has not been performed by an authorized dealer:
P67 Occupant Restraint Control Module
We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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,
Jennifer
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
I have taken my car in for that recall. They told me that Jeep have not sent out those parts for that recall to this dealership yet. They were to get back to me when they had done so. I have called a couple if times to check on this and they told me each time they would contact me as soon as the parts come in.
*****END OF CUSTOMER EMAIL*****
DEALER CONTACT: Superior Chrysler Plymouth Dodge Jeep (44027) at 606-329-8616. Writer left message for the Service Manager requesting a call back with details on the customer s diagnosis.
*****NEXT AGENT****
When DLR calls back please gather diagnosis information and reasoning for declined warranty. Also, requested part availability for recall P67.
DEALER CONTACT: Dempsey Chrysler Jeep II Inc. (68428) at 630-552-7688. Writer spoke with Allan Factor in service and was advised that he will look into the concern tomorrow and will call back as everyone has already left for the day.
DLR 44027 Allen Thacker is contacting stating that the issue is not the windshield sensor; it s the adaptive cruise sensor. Allen states that the customer came in and stated the adaptive cruise wasn t working. Allen states that the warranty was declined because it looks like the customer has hit the bumper of the vehicle and broke the bracket off of the adaptive cruise control sensor which caused the adaptive cruise control not to work.
Allen states he will check the P67 part availability and call the customer back.
Dear [redacted]i,
I have appreciated your patience while I reviewed your concerns with your servicing dealership. I have spoken with Allen Thacker and have been advised that the reason the repair is not covered under warranty as the reason for failure was found to be due to an outside influence.
The following information can be found on page 15 of your warranty manual:
Your warranties don t cover damage caused by environmental factors such as airborne fallout, bird droppings, insect damage, chemicals, tree sap, salt, ocean spray, acid rain, and road hazards. Nor do your warranties cover damage caused by hailstorms, windstorms, tornadoes, sandstorms, lightning, floods, and earthquakes.
Your warranties do not cover conditions resulting from anything impacting the vehicle. This includes cracks and chips in glass, scratches and chips in painted surfaces, or damage from collision.
I apologize that I am unable to provide you with a more favorable reply.
Sincerely,
Jennifer
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
Thank you for looking into this fir me. I talked with Mr. Thacker as well today. I made an appointment fir the recall. I guess they have the parts now even though they did not call and inform me until you brought that to their attention again. Thank you for that. They said they would check into the part that isnt working again at that time. We will see what they say. I could tell he was not happy with me that I had contacted the company directly but I told him I was not complaining about his company just trying to get answers. I will see what they say on Tue. Thanks again.
*****END OF CUSTOMER EMAIL*****
Dear T[redacted]
I am please to learn that Mr. Thacker has contacted you back to set up an

appointment and appreciate the time you have taken to keep me updated. It was my pleasure to assist. Again, if you have any questions in the future, do not hesitate to contact us.
Sincerely,
Jennifer
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG4 | EC2[redacted] | **Open Date** | 04/20/2015 | **Built Date** | 08/02/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 09/14/2013 | **Mileage** | 24,000 | **Dealer Zone** | 66 | ORLANDO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 60522 | FIELDS CHRYSLER JEEP DODGE RAM | | | |
| **Dealer Address** | 750 TOWNE CENTER BLVD | | | | |
| **Dealer City** | SANFORD | **Dealer State** | FL | **Dealer Zip** | 32771 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | OVIEDO FL 3[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Other - Default | Adaptive Cruise Control Bracket Concern |

Customer contacting in states while driving the vehicle the ACC kept deactivating and advised to clean the sensor.
Customer has brought the vehicle to the dealer for diagnosis of the concerns stating there was no sign of impact and the customer needed to cover the cost of the clips to repair the concern.
Customer states initially he was advised it would cost $350 for the cost of the repairs.
Customer states when the dealer ordered the parts they were shipped a new style of parts and is now required to replace the bracket as well due to a part change.
****
Customer seeking assistance with the cost of the repair as the part change has increased the overall cost of the repair. which is no fault of the customer.
Agent contacted the dealer and spoke to SA Don who advised there was nothing wrong with the customers bracket however the bezel was missing and could not verify impact was the cause of this concern. SA Don advised the cost of the customers repair at this time was to be $500.93 due to the change.
Agent reviewed file with DF314 who inquired for warranty pricing for the cost of the outlined repair for assistance to be offered. Agent contacted dealer and spoke to SM Chris who has approved DM Notation for Warranty Claim submission and has advised.
Warranty Labor: $ 92.26
Warranty Parts: $ 143.56
Total Warranty Cost: $ 235.82
*** DM Notes to be applied for Approval***
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $143.56Ù
Labor = $92.26Ù

Total = $235.82Ù
Co-pay = $0.00Ù
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint
goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for repair pre-authorization. Include in your comments that Customer
Care is involved. Customer Care will add DM Notes to the VIN describing
our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletins D-11-19, D-13-03 or D-13-11
Please update CAIR when complete.
##########
26835476 - As a one-time goodwill gesture, Chrysler will be approving
this adaptive cruise control. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $143.56Ù
Labor = $92.26Ù
Total = $235.82Ù
Co-pay = $0Ù

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCGX | FC[redacted] | ***Open Date*** | 04/21/2015 | ***Built Date*** | 01/25/2015 | |
| ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/14/2015 | ***Mileage*** | 1,000 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60327 | PELLEGRINO CHRYSLER JEEP | | | |
| ***Dealer Address*** | 241 GLASSBORO RD | | | | |
| ***Dealer City*** | WOODBURY HEIGHTS | ***Dealer State*** | NJ | ***Dealer Zip*** | 08097 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | ST AUGUSTINE FL [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | Customer states the forward collision system is not working correctly |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer states the forward collision system is not working correctly. Customer states it should have gone off about 50 times but only activated 2 times. Customer is at the dealer with the sales person and they told him to call CAC
Briefly summarize what the customer is expecting: Customer expects the vehicle to be fixed
Agent advised the customer the vehicle would need to be diagnosed at the dealer
**survey bypass-no diagnosis**
Vehicle is at the dealership - RIVERDALE CHRYSLER JEEP (60234)
Update triggered by S30455L
Customer is calling because he is arguing with the DLR over forward collision control and adaptive cruise control.
Customer states the DLR told him he needs to be on cruise control in order for the forward collision detector to work.
Agent advised against this as it says on page 222 and 224 of owner s manual that there is a physical on/off switch for the collision detector and requires vehicle to be over 5 mph.
Agent also advised against testing the system as it could be extremely dangerous to test.
Customer understood and thanked agent for the research.
Customer thanked and disconnected.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM6 | EC3[redacted] | ***Open Date*** | 04/27/2015 | ***Built Date*** | 01/10/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 06/02/2014 | ***Mileage*** | 33,919 | ***Dealer Zone*** | 42 | DETROIT | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 67002 | SIEMANS CHRYSLER PRODUCTS | | | |
| ***Dealer Address*** | 8961 RED ARROW HIGHWAY | | | | |
| ***Dealer City*** | BRIDGMAN | ***Dealer State*** | MI | ***Dealer Zip*** | 49106 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | SODUS MI 4[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Park Assist System - Other - Default | Forward collision sensor adjusted |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
Dealer Code: 45614
POC Name and position: SM Jim
POC number: 67002 269-465-5344 ext 271
POC e-mail: jimh@siemans.net
Date and time customer brought vehicle into dealer? 04.24.2015 8:37 am
Is the customer waiting? No
Is the customer in a rental? No
Customer name: SUN COAST PACKAGING INC Paul
All customer contact numbers: [redacted] cell
Best time of day to contact customer? Anytime
Customer concern:Forward Collision System turns off by itself or will apply brakes for no reason
Current mileage: 33919
Dealer diagnosis: Sensor out of place
Are there ANY modifications to the vehicle? No
Recommended repairs: Reinstalll sensor properly
SM advised that is does not need assistance with the repair. Total cost for repair will be 60.00 diagn time .7. Writer will approve repair and create RA. Writer advised that CA will send case to the dealership.
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number.
DM Notes have been entered into GCS indicating Customer Care approval.
When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.

##################################
Writer attempted to contact customer at [redacted] cell. Customer requested call back in one hour.
Email sent to SM advising that writer will be monitoring the repair and that writer will follow up on 04.28.2015. Also advised that case will be sent to dealership.
REASSIGNED TO BC/DLR 42 67002 04/27/15 13:10 O 2[redacted]
Writer attempted to contact customer at 2[redacted]2 c , p e rang and then went busy and hung up. Writer will try to contact customer again on 04.28.2015.
Writer attempted to contact customer at [redacted] cell, however, customer was not available.
Left message for a return call at extension 40614. The reason for the customer contact was to provide or request the following information: Writer trying to make contact with customer to verify contact information and that writer is monitoring the repair. Next promised contact on 05.01.2015. VM states that customers name is Paul Graham.
Writer attempted to contact SM Jim at 269-465-5344. SM advised that the vehicle was repaired and the keys are no longer there but that he is not sure the vehicle was picked up. Writer advised that writer will continue to try to reach the customer.
Writer contacted customer at [redacted] cell. Customer advised that the repairs are working properly and that writer has met his expectations. Customer agreed that his case can be completed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG7 EC[redacted] | | **Open Date** | 04/29/2015 | **Built Date** | 06/08/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/12/2013 | **Mileage** | 42,952 | **Dealer Zone** | 74 | DENVER | |
| **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** | 67031 | WALSER CHRYSLER JEEP | | | |
| **Dealer Address** | 314 MAIN STREET | | | | |
| **Dealer City** | HOPKINS | **Dealer State** | MN | **Dealer Zip** | 55343 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | APPLETON W[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Transmission / Transaxle - Unknown - Improper Shift - Default | Experiencing shifting issues. |
| Product - Fuel System - Gas Pedal - Other - Default | Noisy Gas Pedal. |
| Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown | Unlock proximity is off intermittently |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
Dealer Code: 67031
POC Name and position: SA Corey
POC number: 952-930-2289
POC e-mail: clell@walser.com
Date and time customer brought vehicle into dealer? 4/28 at 6:05pm
Is the customer waiting? No
Is the customer in a rental? Yes
Customer name: [redacted]
All customer contact numbers: 9[redacted]
Best time of day to contact customer? Any
Customer concern: 3 concerns. Noise coming from gas pedal, Adaptive cruise control not working, displaying a message saying 'Wipe front sensor', harsh shift Proximity unlock is off at times, and it intermittent, Recall and RRT that need to be done.
Current mileage: 42952
Dealer diagnosis: Need assitance, unable to duplicate.
Are there ANY modifications to the vehicle? K and N air filter (has no effect other than filtering the air)
Recommended repairs: Recall and RRT that need to be done, and transmission flash.
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-04-29 @ 18:19
CONTACT UPDATE: 1st Contact attempt, phone number called, [redacted]0.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40618. The reason for the customer contact was to provide or request the following information: Case is open, TS has been involved, and CM call back information was left.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer dialed [redacted].
Agent attempted to contact dealer Service Advisor (SA) Corey, however, SA not available. Left message for a return call at extension 40618. The reason for the dealer contact was to provide or request the following information: Get updated diagnosis.
Writer dialed 952-935-2400,
Spoke with SA Ron. SA stated that SA Corey was assisting other customers and would call back. Left extension 40618 for call back later today.
Writer dialed 952-930-2289. Agent attempted to contact dealer Service Advisor (SA) Corey, however, SA not available. Left message for a return call at extension 40618.
The reason for the dealer contact was to provide or request the following information: Get updated diagnosis.
Writer [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40618. The reason for the customer contact was to provide or request the following information: Gather expectations. Advise SA and TS currently diagnosing vehicle. Will follow up 5/4/2015.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer dialed [redacted].
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40618. The reason for the customer contact was to provide or request the following information: Advised repairs complete, vehicle ready for pickup. Follow up 5/6/2015.
Writer dialed 952-930-2289.
Agent attempted to contact dealer Service Advisor (SA) Corey, however, SA not available. Left message for a return call at extension 40618.
The reason for the dealer contact was to provide or request the following information: Update on vehicle status.
Writer dialed 952-930-2400 Opt 2.
Agent attempted to contact dealer Service Advisor (SA) Corey, however, SA not available. Left message for a return call at extension 40618.
The reason for the dealer contact was to provide or request the following information: Update on vehicle status.
Writer dialed 952-930-2400 Opt 1,
Spoke with Receptionist [redacted]ey. Receptionist stated that Service Department had closed and would be available at 7:00 AM to answer questions.
Writer received voice message from SA Corey. SA stated that repairs to vehicle complete today. Requested coverage of 7 days rental and callback to discuss repairs completed and concerns unable to duplicate. Left 952-930-2289 as callback number.
Writer dialed 952-930-2289.
Agent attempted to contact dealer Service Advisor (SA), however, SA not available. Left message for a return call at extension 40618
The reason for the dealer contact was to provide or request the following information: Return voicemail. Discuss repairs made/concerns unable to duplicate. Review DM Notes for accuracy.
Writer received call from SA Corey. SA advised unable to duplicate noisy gas pedal and intermittent proximity unlock, despite extensive test driving. Completed open recall and RRT, replaced oil cooler and flashed

TCM. Writer reviewed DM Notes with SA. SA stated they were accurate.
Vehicle ready for pickup.
Writer dialed [redacted]
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40618. The reason for the
customer contact was to provide or request the following information:
Vehicle ready for pickup. Follow-up 5/7/2015.
Writer dialed [redacted].
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40618. The reason for the
customer contact was to provide or request the following information:
Ensure no further concerns with vehicle. Advised no callback necessary
if satisfied. Will close case 5/11/2015 if no contact received.
Status update provided via email to the following email address:
[redacted]
My name is Brandon with the Enhanced Customer Satisfaction Team. I am
emailing to check if all the repairs to your 2014 Jeep Grand Cherokee are
to your satisfaction. If everything is okay with your vehicle, there is
no need to contact me and I will close your case on 5/11/2015. If you do
have any questions or if repairs are not satisfactory please give me a
call at 800-763-8422 ext 40618. Thank you for being a part of our Jeep
family.
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.
Writer received voice message from customer stating was now experiencing
'disruption' in engine rhythm at idle, wipe front sensor message is back
and still experiencing brake noise. Requested call back.
Writer dialed [redacted].
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40618. The reason for the
customer contact was to provide or request the following information:
Advised may take vehicle to different dealer if chooses. Will follow up
5/14/2015.
****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
Writer received call from customer. Customer stated that in addition to
concerns in lines 116-118, was experiencing the same shifting issues.
Alleges that dealer used his hitch to tow something. Stated will be
taking vehicle to a different dealer sometime during week of 5/18/2015.
Writer advised follow-up 5/20/2015.
Writer dialed 9[redacted].
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40618. The reason for the
customer contact was to provide or request the following information:
Inquire if appointment scheduled per last conversation. Will follow up
5/22/2015.
Writer dialed [redacted]
spoke with customer. Customer stated has not been able to take vehicle
to dealer due to high workload. Customer expects work tempo to slow
after Memorial Day weekend and will try to get vehicle in for diagnosis
sometime the week of the 25th. Writer will follow up 5/28/2015.
Writer dialed [redacted]
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40618. The reason for the
customer contact was to provide or request the following information:
Inquire if appointment scheduled per last conversation. Advised case
remaining open for two additional business days. If no appointment by
6/1/2015, will close case.
Writer dialed 952-935-2400,
spoke with Service Receptionist [redacted]. Service Receptionist stated that
customer does not have appointment scheduled.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM1 | EC[redacted] | **Open Date** | 05/03/2015 | **Built Date** | 01/31/2014 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/28/2014 | **Mileage** | 11,633 | **Dealer Zone** | 51 | CHICAGO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 23732 | LITTLE JESS MOTOR COMPANY | | | |
| **Dealer Address** | 3421 MAINE | | | | |
| **Dealer City** | QUINCY | **Dealer State** | IL | **Dealer Zip** | 62301 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | NEW CANTON IL[redacted] | **Country** | UNITED STATES |

Product - Electrical - Cruise Control - Defective - Default

Briefly summarize why the customer is contacting Chrysler: Customer stated that his cruise control has been 'fixed' several times now, and the last 2 times star was involved and the issues still remains. Customer has stated that Chrysler can buy the vehicle back.
Briefly summarize what the customer is expecting: buy back if nothing else can be done
***REQUEST FOR SPECIAL HANDLING***
NIC of TL consulted: LC779
Reason for special handling request: cruise control defective
Preferred morning/midday call back number is 2[redacted]
Preferred afternoon/evening call back number is [redacted]
Customer email address for case updates: n/a
Would customer like to receive updates via text message? N
Mobile number:
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Y
If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code?
If a CDJR dealer has not diagnosed within 30 days, when is the customer s appointment scheduled?
Date:
Time:
Confirmed appointment at dealer codeÙ with nameÙ
Is the customer in a rental? N
Who authorized?
From what date?
Customer advised that they will be contacted within one (1) business day, by COB their time
Assigned case to 88fÙ for Special Handling
* * * * * * CASE MANAGER TEAM - District P * * * * * * *
Ownership: Original owner

NEW: 1
USED: 0
Service Contract: No
Still in warranty
T2- Level 2- CONTACT UPDATE - 1st Contact attempt, phone number dialed, 2172424971. However, customer was not available.
Left message for a return call at extension 40700. The reason for the customer contact was to provide or request the following information:
Agent contacted customer to discuss repeat concerns with cruise control issues.
CONTACT UPDATE - Customer was contacted today at 1:31 pm.
Customer was provided with agent s extension: 40700.
Customer called in requesting a call back.
Agent attempted to contact customer, phone number [redacted]
However, customer was not available.
Left message for a return call at extension 40700. The reason for the customer contact was to provide or request the following information:
Agent contacted customer to discuss next steps.
Agent attempted to contact customer, phone number dialed, [redacted]
Agent contacted spoke to customer who states that it is the cruise control adapter. Customer states that the cruise control issue has been happening since the first day. Customer states that she has most things documented. Customer states that she would drive down the road and an indicator would say FCW/ACC not available. Customer states that she drives the vehicle all of the time and doesn t feel like this should be happening. Customer went into the dealership in late September, they set an appointment for October. Customer got the vehicle back and they said that the sensor was cleaned and that there is nothing wrong. Customer states that they took it home and it acted up. Customer was wondering how often this needed to be done. The vehicle was acting up a lot. Customer states that they got back from Vacation and it acted up. Customer states that this kept happening. Customer called the dealership and they took it in December 30th.
Customer states that they dealership said that there was a code that said it needed a new switch. They did an update and RRT. Customer states that this was supposed to fix it. Customer states that they went ahead and ordered a new switch. Customer states that the vehicle started acting up more after this. Customer states that February the vehicle acted up numerous times. Customer brought it back into the dealership in Feb 24th. The technician drove the vehicle to their house. Dealership was unable to duplicate the problem so they gave it back to customer. Customer saw a video of what happened. Customer took at video of it. They sent it to the dealership.
March customer went back. Its not only the concerns but the dealership not working on the vehicle and communicating. Customer states that the dealership contacted STAR finally.
Dealership replaced the cat converter. She left the vehicle. Customer took the vehicle in the 23rd. The parts were to be there the 29th. The parts came to the dealership and they weren t working on it. They were told that this is something that is only to replace everything. One person told her that it would be a day, the other said that it would only take an hour.
Customer would like it fixed or would like a new one.
Agent contacted dealership, phone number dialed, 217-223-5950. Agent contacted dealership to inquire about concerns. Agent spoke to SM (Leland) and was informed that they ve replaced everything that could ve been replaced. This happens at the same spot everytime. They haven t heard anything since the last time.
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is cruise control issues.
Action requested: Work with STAR and CAC. Utilize all resources.
Please update this CAIR with resolution.

##################################
REASSIGNED TO BC/DLR 51 23732 05/06/15 14:39 O [redacted]
Customer called in and informed CM that she has scheduled an appointment for May 28 at 1130
Customer has an appointment set for Thursday May 28th @ 11:30am.
Customer s appointment is set for Thursday May 28th @ 11:30am.
Customer s appointment is set for the 28th
Customer called in and informed CM that she is getting into the dealership but that the service department wouldn t guarantee a vehicle with heated seats.
Agent attempted to contact customer, phone number dialed [redacted]
Agent contacted customer customer to discuss next steps. Customer states that she called Lil Jess and they couldn t guarantee a heated seats. CM informed customer that CM cannot control the availablity of the rental.
CM is to follow up with all parties tomorrow.
Agent contacted dealership, phone number dialed, 217-223-5950. Agent contacted dealership to inquire about the status of diagnosis. Agent spoke to SA who states tech is at lunch. CM left contact information and the VIN. CM requested a STAR case.
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-05-28 @ 14:00
REASSIGNED TO BC/DLR 51 23732 05/28/15 14:14 O [redacted]
Agent attempted to contact customer, phone number dialed 2[redacted].
Agent spoke to customer who states that the dealership also told her that there was nothing that can be done. CM advised customer of the updates on the case. CM is to follow up with all parties tomorrow.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
SM Jim called in and informed CM that dealer connect is down so he was unable to open a STAR case. SM left message later stating that he has contacted STAR and engineering. SM requesting a call back.
Agent contacted dealership, phone number dialed, 217-223-5950. Agent contacted dealership to confirm next steps. Agent contacted dealership but was unable to speak to anyone
Email sent to service.
REASSIGNED TO BC/DLR 51 23732 05/28/15 17:35 O 2[redacted]
DEALER CONTACT- Agent spoke to SM (Jim) who states that he has been waiting for a response from engineering and STAR. SM states that they have not attempted to duplicate the issue because they were waiting on a call back. SM states that he is convince that it could be the driver or the area that the driver is driving as there are reflectors on the curvy roads that may be detecting that the vehicle is driving too close to something. CM informed SM that if this is the case then we would like to confirm this with STAR as a lot of repairs have been done on something they are thinking is normal. CM requested that the dealership attempt to duplicate the issue. CM is to follow up with the dealership tomorrow.
** *CM will have customer drive with dealership if they are unable to duplicate the issue***
Agent contacted dealership, phone number dialed, 217-223-5950. Agent contacted dealership to discuss status of diagnosis. Agent spoke to SM (Jim) and was informed that STAR has not responded. Customer is in a loaner vehicle. They are going to keep the vehicle over the weekend.
Agent attempted to contact customer, phone number dialed, 2[redacted]
Agent contacted customer to discuss next steps. Customer has not heard anything. CM advised customer that they are going to keep in and keep working on duplicating the issue. STAR has not repsonded SM informed CM. CM will follow up again on Monday.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Agent attempted to contact customer, phone number dialed [redacted].
Agent contacted customer to discuss next steps. CM informed customer that the engineers suggested that the technician install the flight recorder and have one of the hourly personnel road test the vehicle with the customer. The customer reports that the ACC will turn off consistently at one particular bend in the road. The bend has a number of reflective

arrows.
CM advised customer that CM is going to give dealership some time to get things together and follow up with all parties tomorrow.
Jim called in from dealership requesting a call back.
Agent contacted dealership, phone number dialed, 217-223-5950. Agent contacted dealership to discuss next steps. Agent spoke to SM (Jim) and was informed of the updates from STAR. They are speaking about the spot that it acts up and try to get a data recording from this. To determine if it is a sensor or if they can spot from the information that is given something that may be wrong. SM had to contact engineering. SM is going to contact customer.
Customer called requesting a call back as her husband received a call from Lil Jess.
Agent attempted to contact customer, phone number [redacted].
Agent spoke to customer to discuss next steps. Agent contacted customer and discussed next steps. Customer states that the dealership called husband instead of her. Customer is going to call the dealership and set up the test drive. Customer will reach out to CM if needed later today.
Customer called in requesting a call back.
Agent attempted to contact customer, phone number dialed [redacted].
Agent contacted customer to discuss next steps. Customer states that the dealership was supposed to go at 330 and they were unable to keep that appointment, they were unable to get the program on the computer. So they were unable to have do this. Customer states that she is working at her other job tomorrow. Customer states that husband and her have plans but they will make it back in. Customer states that they are going to be contacting on Thursday. Customer isn t sure if they are even driving the vehicle right now. Customer was talking to Tammy.
REASSIGNED TO BC/DLR 51 23732 06/02/15 16:58 O [redacted]
Agent contacted dealership, phone number dialed, 217-223-5950. Agent contacted dealership to inquire about next steps. Agent spoke to SM (Jim) who is speaking to Wi-Tech and are having a hard time setting things up. Flight recordings are not something that SM has done often. It is as if they haven t updated the information. They are going to escalate to help out with things. Customer should hear a response by tomorrow.
Customer Mr Jody Grammar called in requesting a call back.
Agent attempted to contact customer, phone number dialed, [redacted].
Agent contacted customer to discuss next steps. Agent spoke to Mr Grammar who states that this Jeep has been in the shop longer than any vehicle. Customer states that he would like to look at options. CM is to follow up no later than Thursday 6/4.
6/3
Agent contacted dealership, phone number dialed, 217-223-5950. Agent contacted dealership to get an update on diagosis. Agent spoke to SM (Jim) and was informed that he is still awaiting a response from wi-tech. SM states that he is aware of the area customer states that this happens and he may be taking a drive down there today to attempt to duplicate the issue.
CAIR agent reached out about possibly getting TA to help solve the customers concerns. Waiting on response from TA on this issue.
AM NPM10 emailed CM and informed CM that the TA just advised me that he has an appointment with the deal on 6/12 to try and solve this.
Customer called in stating she received a call informing her that we are changing plans, customer requesting a call back.
Agent attempted to contact customer, phone number dialed [redacted]
Agent spoke to customer about the TA coming out on the 12th. Customer doesn t want to go back and forth. Customer has work that day, but if all else fails customer can take the vehicle in that day. Customer is wondering if they can keep the loaner until then. CM advised customer that dealership don t like to keep their loaners tied up but will see what can be done.
Agent contacted dealership, phone number dialed, 217-223-5950. Agent contacted dealership to discuss next steps. Agent spoke to SM (Leland) and was informed that customer can keep the loaner for another week. Customer is to email them with the details of the occurrance.
Agent attempted to contact customer, phone number dialed, [redacted].

Agent contacted customer to discuss next steps. Agent informed customer that CM will follow up on the 12th to discuss next steps.
CM is to follow up with customer on the 12th to discuss next steps.
Agent contacted dealership, phone number dialed, 217-223-5950. Agent contacted dealership to discuss customer s concerns and next steps. Agent spoke to SM (Leland) and was informed that there is a new camera in there. The vehicle never failed where they said it would. The tech did duplicate it. They replaced the camera and bracket. This came from the technical advisor. The dealership didn t update STAR yet.
Agent attempted to contact customer, phone number dialed, [redacted]
Agent contacted customer to discuss next steps. Customer has not heard from the dealership yet. CM informed customer of the updates. CM advised a call no later than Wednesday 6/17
Agent contacted dealership, phone number dialed, 217-223-5950. Agent contacted dealership to get an update on status of diagnosis/repairs. Agent spoke to Jaime in service and was informed that there was a camera replaced and they have not heard from customer since.
Agent attempted to contact customer, phone number dialed, [redacted].
Agent contacted customer to confirm repairs and discuss next steps. Customer states that the cruise control issue hasn t acted up. Customer states that going down the interstate, the blind spot/forward driving alarm came on. They are waiting to see if this was a fluke. CM will follow up in about a week to confirm any remaining concerns.
CM is to confirm repairs
Agent attempted to contact customer, phone number dialed, [redacted].
Agent contacted customer to confirm repair next steps. Agent spoke to customer who states that she had an issue Monday. Customer states that they are not sure what it is supposed to do with the forward collision. Customer states that the forward collision was telling customer to apply the brake, although it was on and the brake was slightly applied. CM advised customer to inquire with the dealership in regards to this and the owners manual. Customer agreed and customer is going to look into this. CM advised customer that we would like to wrap up the case if there aren t any remaining concerns. CM advised a call to customer early next week to discuss case closure.
Agent attempted to contact customer, phone number [redacted].
However, customer was not available.
Left message for a return call at extension 40700. The reason for the customer contact was to provide or request the following information:
Agent contacted customer to discuss next steps.
CUSTOMER CONTACT- Agent spoke to customer who states that they ve checked the ownership manual. Customer states that they have looked at the 2015 owners manual and it had issues in there. CM advised customer get with the dealership to inquire about this concern further. Customer is going to talk to husband to see what needs to be done next.
[redacted] called to speak with CM. Transferred to VB254 ext. 40700 voicemail per customer s request.
Customer called in requesting a call back at 5[redacted].
Agent spoke to customer who states that he isn t going to call the dealership about this issue. There is a brake for forward collision. Customer states that there are no other concerns except for this brake concern that customer is having. CM advised that case will be closing at this time.
ECSDR312N
Agent attempted to contact customer, phone number dialed, [redacted]
However, customer was not available.
Left message for a return call at extension 40700. The reason for the customer contact was to provide or request the following information:
Agent contacted customer to confirm mileage and address.
CUSTOMER CONTACT- Customer called and informed CM that the mileage is 11643.
ECSD312N Contract created. Contract number is [redacted].
Agent attempted to contact customer, phone numb 2[redacted]
However, customer was not available.
Left message for a return call at extension 40700. The reason for the customer contact was to provide or request the following information:

Agent contacted customer to provide contract number and discuss case closure if there aren t anymore concerns.
Agent attempted to contact customer, phone number dialed, [redacted]
Agent contacted customer who states that she hasn t had anymore problems and she has her contract number. Customer is comfortable closing the case at this time.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT1 | EC[redacted] | **Open Date** | 05/06/2015 | **Built Date** | 01/22/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 10/19/2013 | **Mileage** | 35,000 | **Dealer Zone** | 51 | CHICAGO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PBU | TRUE BLUE PEARL COAT | | | | | |
| **Engine** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 45126 | PARK PLAZA DODGE | | | |
| **Dealer Address** | 7911 W. ROOSEVELT ROAD | | | | |
| **Dealer City** | FOREST PARK | **Dealer State** | IL | **Dealer Zip** | 60130 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | CHICAGO IL [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Survey By-Pass - Default - Default - Default | |
| Product - Electrical - Cruise Control - Defective - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking lemon law.
Briefly summarize what the customer is expecting: Customer expecting lemon law.
Customer called in seeking lemon law for their vehicle. Customer states that their cruise control has never worked properly, and every time he went to use it, it would state that it needs service. Customer states that he has had it in the shop 12 times.
Customer is seeking his options, and is willing to work with Chrysler to resolve his dissatisfaction.
Agent empathized with customer.
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 5[redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? (Owner/Dealer/IRF)
Is this a request for Lemon Law, buy-back or replacement? Buy-Back
Reassigned to 91L
********** 91L Review **********
*** Ashley with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Ashley directly at 214-583-2173. Thank you. ***
Called dealer 45126 spoke to SA Diane unable to update RO history or transfer to SA or SM for assistance, I advised will call back.
LVM at [redacted] advising that their case was reviewed and escalated to me for special handling. Provided my name and contact information.
Called dealer 45126 LVM for SM Kelly for call back.
Called customer at ([redacted] for call back advised will follow

up by 05/14/15.
Called customer at ( customer stated vehicle has been in for service to may times and now CEL on and stating needs service. Also, front collision warning will come on and customer believes that is a hazard as will do without cause. I advised will review for all possible resolution but would need to have vehicle in for service if not repaired. Customer acknowledged and stated can take vehicle and will contact me once dropped off. I advised will follow up by 05/14/15.
Dealer 45126 called in SM Kelly to provide RO history and stated unable to verify if vehicle in for service and will fax RO history as unable to provide. I provided my fax number and thanked her for the call.
Dealer called in SM Kelly stated per inspection vehicle shows clear damaged on driver side and that is causing the accident warning to come on because is damaged from whatever it hit. Also, vehicle is out of alignment per accident but when SA test drove vehicle cruise control worked. SM stated customer in rental but will be advising will not cover after 05/14/15. I advised will follow up with customer to discuss further. SM acknowledged and stated needs to go thru insurance as not warrantable. I acknowledged and thanked her for the call.
Called customer at ( advised per SM accident warning light comes on intermittently because vehicle has been damaged in an accident. Customer stated was side swiped but does not believe that is issue and if so should have been told prior times when coming in for service. I advised repairs unfortunately will not be repaired under warranty per damaged would need to go thru insurance. Customer stated is frustrated and doesn t understand why was not told prior but did pay for alignment out of pocket. I advised I am still reviewing case for resolution and will follow up by 05/20/15.
****** Below Customer Contacted for Documentation Request ******
R on 2015-05-18 @ 15:11
Called customer at ( inquired about damage to vehicle and VM customer left stating still having issue with cruise control and warning light. I advised per dealership did not perform repairs per issue occur because of damage to vehicle and if would like repaired would have to go through insurance. Customer stated that is not right has minor damage to vehicle that should not affect accident warning light or cruise control. I advised can go to second opinion dealer. Customer stated he will not take vehicle back and will contact an attorney. I apologized for inconvenience and stated would like to look into resolution but would need to confirm if warrantable issue. Customer acknowledged and I advised will give time to think about if would take vehicle to second opinion dealer. Customer stated give time and requested I follow up on 05/26/15. I advised will do.
Called customer at LVM inquiring if taken vehicle to second opinion dealer and will follow up by 05/28/15.
Called customer at LVM inquiring if taken vehicle to second opinion dealer.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM5 | EC[redacted] | **Open Date** | 05/11/2015 | **Built Date** | 11/19/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 12/02/2013 | **Mileage** | 41,000 | **Dealer Zone** | 51 | CHICAGO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 44588 | HELLER MOTORS INC | | | |
| **Dealer Address** | 720 S DEERFIELD RD | | | | |
| **Dealer City** | PONTIAC | **Dealer State** | IL | **Dealer Zip** | 61764 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | EAST PEORIA IL [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Drivability - Unknown - Other - Default | Adaptive cruise control sensor requires replacement. |

Briefly summarize why the customer is contacting Chrysler: Customer is advising that his vehicle is slightly out of warranty and he requires an expensive part now that he issue has finally been diagnosed by HELLER MOTORS INC. Customer advised he started reporting problem to 43514 SAM LEMAN CHRYSLER-JEEP-DODGE , but hey could never diagnose, or duplicate the issue.
DEALER CONTACT: Agent called HELLER MOTORS INC 815-842-1128. Agent spoke with SM Bill Schumacher directly. SM advised that Adaptive cruise control requires a replacement sensor, which retails for $1430.00. Agent asked if this would not fall into SD-12-27. SM replied it did but he did not want to use up all his funds, on a Customer who has only come in for this issue. Agent advised Customer purchased his two vehicles there and Customer may come more regular if you can extend a helping hand. The Customer is a travelling doctor so his need for vehicle up keep and replacement would be vital. Agent will send to 88F
Case # and Jeep# were supplied to both the Customer and the SM.
Briefly summarize what the customer is expecting: Customer is seeking repair cost assistance.
Customer advised that they will be contacted within one (1) business day, by COB their time yes
Preferred morning/midday call back number is [redacted]
Preferred afternoon/evening call back number is [redacted]
Customer email address for case updates: [redacted]
Would customer like to receive updates via text message? Y
Mobile number: [redacted]
Who has possession of the vehicle?Owner
Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? (Y/N) Yes
If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 44588 HELLER MOTORS INC
Customer is travelling doctor, may require rental
Agent spoke with SM to confirm diagnosis.

Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
Case# [redacted]7
Jeep Customer Service 877 426 5337
Regards,
Charlene
Customer Service Representative
End of Status Update
* * * * * * * * Case Management - District PÙ * * * * * * * *
OOW:5,000 miles
MVP: None
Household: 4 new
Status update provided via email to the following email address:
[redacted]
Hello, this is Alison, your case manager. This email is confirmation that your case, [redacted] was successfully escalated to me. My office hours are 8:30 AM 4:30 PM (Mountain Time). My contact information is 800.763.8422 EXT 40765.
End of Status Update
CONTACT UPDATE - Customer was contacted today at 9:00am
Customer was provided with agent s extension: 40765.
# # # # # # # # # # # # # DIRECT-TO-DEALER # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the
limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital
Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.
# # # # # # # # # # # # # # # # # # # # # # # # # # # # # # # # # # # # # # #
REASSIGNED TO BC/DLR 51 44588 05/12/15 11:05 O 2[redacted]
Writer called dealer, spoke with SM Bob. He stated that the cruise control sensor needed to be replaced. Is gathering warranty pricing and writer will call back within the hour to get information. SM agreed to go 20% under d12-27.
** In correction to line 73, SM name is Bill**
Customer called in looking for case number and update as previous agent did not send email.
Agent advised that email was sent.
Customer did not receive email.
Agent verified email.
Customer states email is wrong there should only be 2 i in the email.
Customer states email should be [redacted] and phone number should be[redacted]
Agent advised that case would be updated with correct information.
Agent advised as to lines 48-51.
Agent transferred customer over to CM.
Writer called customer, advised that between us and the dealership we would cover all costs but $100, which would be the customer co-pay. He accepted and said he would be bringing the car in on friday (5/15) to have the repairs done.
Customer will be paying $100
Dealer will be paying $273.58
Chrysler will be paying $994.32
Warranty pricing is
$55.68 for labor
$1312.22 for parts

Status update provided via email to the following email address:
[redacted]
Hello, this is Alison, your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. My office hours are 8:30 AM 4:30 PM (Mountain Time). My contact information is 800.763.8422 EXT 40765.
End of Status Update
as mentioned in a previous CAIR, there are MVP service contracts that are available that would cover costs of these items if they are purchased. in this case there is not an MVP contract to cover these items. if the part is in cost, perhaps a reimbursement is in order for the repairs. I would not suggest a goodwill repair for this if it is not necessary.
Writer called dealership, SA Rick stated that the car was repaired on friday 5/15, and provided RO# 7[redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40765. The reason for the customer contact was to provide or request the following information:
Check on repair satisfaction
Status update provided via email to the following email address:
[redacted], this is your case manager Alison, just checking in the repairs and making sure everything is going well! Have a wonderful day :)
End of Status Update
Begin Customer Message reviewed:
The repairs were done well and everything seems to be fine. Thank you so much for your assistance.
End of Reviewed Customer message
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $1312.22
Labor =$55.68
Total = $1367.90
Co-pay = Customer $100
Co-pay = Dealer $273.58
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
Was the customer in a rental? None If yes, how many days?
Did the customer have a co-pay? If yes, how much? $100
What is the RO #?[redacted]
Does the SM have the CAIR #? Yes If no, provide it.
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? Yes
DEALER CALLED-
SM Bill advised that his claim is not going through and that the amount previous CM put in is not correct. CA confirmed:
Parts: $1325.66
Labor: $118.32
Total: $1443.98
SM advised that Customer had a $100.00 copay, D-12-27 to cover $268.80 and Chrysler to cover $1075.18. Writer added correct DM notes, advised to submit as an RA and if he has any further issues to contact the warranty hotline.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM1 | EC[redacted] | ***Open Date*** | 05/13/2015 | ***Built Date*** | 11/04/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 11/18/2013 | ***Mileage*** | 29,000 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 66404 | LEE DODGE | | | |
| ***Dealer Address*** | 200 MAIN STREET | | | | |
| ***Dealer City*** | WESTBROOK | ***Dealer State*** | ME | ***Dealer Zip*** | 04092 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | SO. PORTLAND ME [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Product Information - Default - Default - Default | Believes vehicle is unreliable |
| Corporate - Survey By-Pass - Duplicate CAIR - Default - Default | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
UNRELIABLE 2014 Grand Cherokee
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Below please see emails I have sent to my Jeep Dealer. I would appreciate hearing back from someone ASAP. May 13, 2015 Hello Matt, As an update to my original letter below dated April 23, 2015 my Jeep is back in the shop-again. On Sunday, May 10th the check engine light came back on. While driving the ACC unit flashed WARNING notifications when no vehicle was near, the radio lost all settings for about 20 minutes then they all came back just as mysteriously as they had disappeared. I brought the Jeep in to the shop Monday morning (5/11/15) and I was told that the check engine light brought up a code referencing a faulty fuel pump circuit. I have been told that the electronics are being checked again and the fuel pump is being looked at but there is no answer to exactly what the issue is yet. The Jeep remains in the shop. Unfortunately this new Jeep has been the most unreliable vehicle I have ever owned. It is a very disappointing vehicle. I am again asking Jeep to replace this vehicle. April 23, 2015 I am writing to express my extreme frustration and complete loss of confidence in my 2014 Jeep Grand Cherokee Overland Diesel. I was very much looking forward to the capabilities of the Grand Cherokee. Unfortunately, in the year plus I have owned the vehicle, I?ve had numerous trips to the dealer and it has been in the shop for service and unusable by me for nearly six weeks. From the beginning it has had issues that have impacted its functionality, safety and usability. The check engine light has been on and off many times. These unexplained check engine lights sometimes resulted in trips to the Dealer but sometimes the light would go out just as unexpectedly as it went on. During October 2014 the Grand Cherokee spent 18 days in the shop to have the SCR Catalytic Converter and heat sensors replaced. I was told that this was a result of crystalized DEF fluid. My understanding is this is a common issue for diesel Jeeps. During the winter the ACC unit stopped

functioning correctly. It unexpectedly would flash collision warnings when no other vehicle was near or it would simply put out a message saying it was not functioning. I drove with it like that for most of the winter and finally brought the Jeep in for service when another check engine light brought me in to the shop. A service technician checked the light and could not determine what the cause was and reset the light. A replacement ACC Eye was ordered and the vehicle spent a few days in the shop for the repair since not all the correct parts were shipped. Most recently and most frustrating, I began having random check engine lights towards the end of March. On March 30th the Jeep would not start. I had to have it towed to the dealership. No one could get the Jeep to start. Once the dealer was able to get the Jeep to start I was told they could not get it to shut down. Twenty five (25) days later my Jeep is still at the dealership. I have been told that the Totally Integrated Power Module has been replaced and that a Powertrain Control Module (PCM) has been ordered and will be installed. I have also been told that the service technicians aren?t sure that replacing these parts will solve my Jeep?s issues. This is not a quality of service issue ? it?s a product problem. The people I have dealt with at Lee Jeep in Westbrook have been as helpful and sympathetic as I believe they can be. But I spend a great deal of time in the back country of Maine and spent $50,000 on my Jeep because I believed it would be a safe, solid vehicle that would handle the places I travel. In some ways, it has delivered - it is comfortable, has decent power and towing ability and can handle the logging roads and rougher areas I often find myself travelling through. However, because my vehicle is so unreliable, I am not confident that the jeep will always work when I am far out in the woods where I could be miles from help and out of cell phone coverage. This is unacceptable. As I?ve outlined, I?ve tried multiple times to proceed through the usual channels and continue to bring my Jeep in for service ? to no satisfaction that I will receive back the safe and reliable product I thought I bought. It is disappointing that it has come to this but I am asking that Jeep replace my current vehicle with a new, trouble free Jeep. I would appreciate hearing back from someone as soon as possible since as I said above- I still do not have my Jeep.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Our records show that you have contacted us by telephone and we have forwarded your concern to a more appropriate department. We have updated your file to reflect the latest information you provided in the email message.
If your concerns have not been addressed, or you have other concerns, please email or contact the FCA Group Customer Care Center by telephone.
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,
Ashley
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Reassigned for survey bypass - Duplicate CAIR

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM1 | EC[redacted] | **Open Date** | 05/13/2015 | **Built Date** | 11/04/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 11/18/2013 | **Mileage** | 29,148 | **Dealer Zone** | 32 | NEW YORK | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 66404 | LEE DODGE | | | |
| **Dealer Address** | 200 MAIN STREET | | | | |
| **Dealer City** | WESTBROOK | **Dealer State** | ME | **Dealer Zip** | 04092 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | PORTLAND ME [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default | Customer has been to DLR at least 4 times for same issue |
| Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default | Cuts in and out |
| Corporate - Survey By-Pass - Duplicate CAIR - Default - Default | Duplicate CAIR, please refer to 27030987 for additional details. |
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | check engine light on, vehicle at dealership numerous times recently |
| Corporate - Rental Vehicle - Default - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer brought vehicle to 66404, Lee Dodge on 5/11 for check engine light on. Customer says vehicle has been at dealer numerous times for various issues. Customer says vehicle is unreliable.
-
Agent contacted 66404 and spoke to SA Josh who says the check engine light was on and they are waiting for STAR to guide them as to what to do. SA says STAR case # i[redacted]. SA Josh gave agent a brief rundown on history of visits: (i) 4/1/15: check engine light on and replaced a module. (ii) 3/27/15:
a broken sensor was replaced and there was no evidence of damage from broken sensor. (iii) 2/13/15:
check engine light on and PCM was flashed, (iv) 10/15/14: check engine light on, the catalytic converter and injector nozzle was replaced. Agent stopped SA Josh at this point.
-
Agent advised case will be escalated and provided case # to customer. Agent advised CM will contact customer within 24 hours.
-
Briefly summarize what the customer is expecting: Customer expecting a call back from CM.
-
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: [redacted]
Would customer like to receive updates via text message? (Y/N)
Mobile number:
Who has possession of the vehicle? (Owner/Dealer/IRF) dealer
Has the vehicle been diagnosed by a CDJR
dealer within the last 30 days? (Y/N) yes but are waiting for STAR.
If a CDJR dealer has diagnosed within 30
days, what is the dealer name or code? 66404, Lee
If a CDJR dealer has not diagnosed within 30 days, when is the customer s
appointment scheduled?
Date:
Time:
Confirmed appointment at dealer codeÙ with nameÙ
Is the customer in a rental? (Y/N) no
Who authorized?
From what date?
Reassigned to 88F
Note: Customer prefers to be called in morning before 11:30 am ET and
between 1:30 pm and 3:30 pm ET.
* * * * * CASE MANAGER TEAM - District P* * * * * *
IN WARRANTY
HOUSEHOLD: 1 NEW, 0 USED
MVP: BUSINESS LINK ALTERNATE TRANSPORTATION
Agent attempted to contact dealer Service Manager (SM), however,
SM not available. Left message for a return call at extension 40773 The
reason for the dealer contact was to provide or request the following
information: get initial information
Writer contacted DLR and spoke to SA Josh. Customer s previous repairs
were covered under warranty, customer is in a rental which is also
covered under warranty. SA stated that the customer s radio is also
cutting out, but there are no other related symptoms in the vehicle. SA
stated they ve spent a lot of time waiting for STAR. AM is aware of the
issue. Current mileage: 29148. Writer will follow up with DLR on Tuesday
5/19.
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 i [redacted]
Who has possession of the vehicle? Dealer
Reassigned to 91L
Customer is seeking lemon law buyback/replacement.
What s the main concern? Check engine light, radio cuts out, vehicle
began revving on its own,
If known, how many repairs and/or dealer visits for concern? 4 (i)
4/1/15: check engine light on and replaced a module. (ii) 3/27/15: a
broken sensor was replaced and there was no evidence of damage from
broken sensor. (iii) 2/13/15: check engine light on and PCM was flashed,
(iv) 10/15/14: check engine light on, the catalytic converter and
injector nozzle was replaced.
If known, how many days down? 1 week this visit, 6 weeks total.
Describe previous offers made: Repair of vehicle.
Writer contacted customer. Customer states that besides the check engine
light, the vehicle has had multiple repairs--the catalytic converter, the
whole computer system, the PCM--and the vehicle began revving on its own
last week. The radio will also cut in and out. Customer stated that he
feels that the vehicle is extremely unreliable. He does a lot of driving
in Maine outside of cell phone service. Customer states that it s

unacceptable for any vehicle to be unreliable in that area, especially a new vehicle. Customer states that the vehicle has been in shop for a total of 6 weeks for its repairs. Writer explained to the customer that a STAR case was opened and writer would give the DLR until Tuesday 5/19 to diagnose the vehicle the customer stated that this was an unacceptable amount of time. When the writer asked what else the writer could do, the customer stated he would like his vehicle bought back. Writer checked the customer s qualifications and escalated to 91L. Writer will follow up on 5/18.
CONTACT UPDATE - Customer was contacted today at 05/14/2015 11:32:22 AM
Customer was provided with agent s extension 40773.
****ATTENTION CUSTOMER CARE AGENT****
This customer has contacted Customer Care seeking Lemon Law buyback/replacement. Preliminary research has determined this vehicle warranty history does not merit further review. Please continue case management in an attempt to resolve the customer s concern and/or issues.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40773. The reason for the dealer contact was to provide or request the following information: get update on diagnosis.
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is check engine light comes on repeatedly. Repair history in lines 9-14.
Action requested: involve tech advisor or put data recorder in vehicle.
Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 32 66404 05/18/15 11:35 O[redacted]
Writer contacted customer and informed him that the DLR is working on diagnosing his vehicle. Writer also informed customer that 91L rejected his vehicle for buyback. Customer wants to seek legal action because he states that his vehicle has been in the shop for a total of 7 weeks, and it s been a week this time with no repairs. Writer told the customer that we are involving the area manager. Customer was not happy with this solution and still wants to seek legal action. Writer gave customer ncdsusa.org and 866-662-4539 ext. 114.
Writer will follow up with DLR and customer on 5/21.
DM NOTES: AREA MANAGER WORKING WITH BC STAFF TOWARDS RESOLUTION.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40773. The reason for the dealer contact was to provide or request the following information: get dealer diagnosis.
Agent contacted dealership, phone number dialed, 207-856-6685. Agent contacted dealership to get an update on diagnosis. Agent spoke to Chet in service who informed CM that he isn t the advisor on the vehicle. CM was informed that the advisor Josh is with a customer. CM provided contact information requesting a call back at ext 40700.
REASSIGNED TO BC/DLR 32 66404 05/21/15 16:54 O[redacted]
Agent contacted dealership, phone number dialed [redacted] Agent contacted dealership to get an update on diagnosis. Agent spoke to SM (Matt) and was informed the light was on when the customer brought the vehicle back. Agent spoke to SM further who states that the adaptive cruise control sensor. Customer has requested a buy back, DM is looking into this. Agent spoke to SM further and requested that STAR be contacted to discuss the engine light that was on when customer came into the dealership.
Agent attempted to contact customer, phone number dialed, [redacted].
However, customer was not available.
Left message for a return call at extension 40700. The reason for the customer contact was to provide or request the following information:
Agent contacted customer to discuss next steps.

Customer called in requesting a call back.
Agent attempted to contact customer, phone number dialed, [redacted].
Agent contacted customer to discuss next steps. Agent spoke to customer who states that the dealership has been good. Customer states that they ve stayed in touch with him. Customer states he is just waiting. Customer states that he has been extremely frustrated. Customer is paying for a vehicle that he has not had. Customer states that it has been 8 weeks that he has not had the vehicle. Customer states that ridiculous.
CM advised a call Tuesday or Wednesday. 5/26-27
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40773. The reason for the dealer contact was to provide or request the following information: update on diagnosis.
Agent attempted to contact AM for update on his involvement in potential buy back, however AM not available. Agent left message and will call back later today.
Agent attempted to contact SA Josh, however SA will be unavailable for the next 15 minutes. Writer will try back again in 25 mintues.
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-05-26 @ 14:11
WRiter contacted SA Josh M, Josh stated that they have not had a chance to open a STAR case. Writer will get a case opened and follow up with DLR on 5/28.
AM emailed agent stating that his vehicle has been approved for vehicle replacement and the customer will be contacted by Impartial Services Group very soon.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40773. The reason for the customer contact was to provide or request the following information: informed customer that he will be hearing from ISG soon. Writer will follow up on 5/29.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40773. The reason for the dealer contact was to provide or request the following information: get update on STAR case.
Was the customer in a rental? If yes, how many days? 20
Did the customer have a co-pay? If yes, how much? No
What is the RO #? [redacted]
Does the SM have the CAIR #? If no, provide it. Yes
Review and Confirm the DM Notes with the SM while on the phone. Done
Does the SM have everything needed from Customer Care to process the claim? Yes.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG4 EC[redacted] | | **Open Date** | 05/13/2015 | **Built Date** | 06/11/2013 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/26/2013 | **Mileage** | 26,819 | **Dealer Zone** | 42 | DETROIT | |
| **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** | 23333 | DAVE DENNIS CHRYSLER, JEEP, DODGE | | | |
| **Dealer Address** | 4232 COLONEL GLENN HWY | | | | |
| **Dealer City** | DAYTON | **Dealer State** | OH | **Dealer Zip** | 45431 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | DAYTON OH[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Rental Vehicle - Default - Default - Default | 1 day of rental at $35.00 a day |
| Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Other - Unknown | Replace A-pillers trim panels on Left and Right side |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
Dealer Code: 23333
POC Name and position: SM Walt
POC number: 937-429-5566
POC e-mail: na
Date and time customer brought vehicle into dealer? 5-13-2015 @ 8:20am
Is the customer waiting? No
Is the customer in a rental? Yes, as of 5-13-2015 @ $35.00 a day
Customer name: [redacted]
All customer contact numbers:
[redacted]
Best time of day to contact customer? anytime
Customer concern:
1. Adaptive cruise control will shut off on its own and when using cruise control, the vehicle will brake when there are no other vehicles around.
2. Clean Sensor Message keeps coming up
3. Trim has come loose on the dash pad.
Current mileage: 26819
Dealer diagnosis: yes
Are there ANY modifications to the vehicle? No
Recommended repairs:
1. Labor time for module disconnect
2. Replace A-pillers trim panels on Left and Right side, will need to order part, will call ECS if on back order.

Other repairs will be completed today.
########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number.
DM Notes have been entered into GCS indicating Customer Care approval.
When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
DM Notes Added.
***Enhanced Customer Satisfaction Team (ECS) ****
Writer called customer at [redacted].
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40550. The reason for the customer contact was to provide or request the following information:
Go over the customers concerns.
Writer called Dealer DAVE DENNIS CHRYSLER, JEEP, DODGE at 937-429-5566.
Writer spoke with SM Walt who states that the part has arrived and will be in contact with the customer to make an appointment.
Writer called customer at [redacted]2 who states that his main concern is the collision warning system. Customer states that he will wait for the dealerships follow up to make an appointment. Writer informed the customer that a follow up will take place on 5/22.
[redacted] has been activated for text message communication.
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3225DH******
This is Dustin your Customer Advocate with Jeep Enhanced Customer Satisfaction. Case number[redacted]. My Hours are 10-6:30 EST. Contact: 800-763-8422 EX. 4055
*****END OF TEXT MESSAGE SENT TO CUSTOMER******
Writer called customer at [redacted]. Phone line rang and then disconnected with no option for voicemail.
Writer called Dealer DAVE DENNIS CHRYSLER, JEEP, DODGE at 937-429-5566 and spoke with SA Shafise who states that an appointment has not been set at this time.
Dealership called and inquired if notes are in to replace A-pillars, writer informed them DM notes have been added and when completed run claim as RA.
Writer called customer at [redacted].
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40550. The reason for the customer contact was to provide or request the following information:
Confirm repairs. Indiciated in message if nothing is heard from by 6/2 the case will close.
Writer has not heard from the customer. Case will close.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG2 | EC[redacted] | ***Open Date*** | 05/14/2015 | ***Built Date*** | 05/17/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/30/2014 | ***Mileage*** | 10,000 | ***Dealer Zone*** | | | |
| ***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) | | | | | |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | E-MAIL |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | SEDONA AZ[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Product Information - Default - Default - Default | forward collision warning |

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Anti crash system
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My 2014 Jeep Overland is over riding my defensive driving and slamming on the brakes when it has no reason to, i.e.; the car in the lane I was in, (which is now next to me on the right of my vehicle) is stopping in the middle of the road. I got into the next lane to get around the stopped vehicle, my Jeep then slammed on the brakes after I am in the other lane and passing the stopped vehicle on my right. I have survived situations on the highway that required me to be in full control of the vehicle and maneuver it in an unorthodox manner. I fear my driving ability is hindered in extreme situations requiring me to control my Jeep to avoid an accident. I would like to turn my anti collision system off! What can I do about this?
*****END OF CUSTOMER EMAIL*****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We are very sorry to learn of the dissatisfaction you are having with this safety feature. It was designed to provide a brake jerk warning in a possible collision. If you are experiencing your brakes slamming to the point that you are out of control you may want to have the vehicle diagnose as this features intent is a slight jerk warning.
The forward collision button is located on the switch panel below the Uconnect display.
To turn the FCW system OFF, press the forward collision button once to turn the system OFF (led turns on).
To turn the FCW system back ON, press the forward collision button again to turn the system ON (led turns off).
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Belinda
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCGX | EC[redacted] | ***Open Date*** | 05/15/2015 | ***Built Date*** | 10/29/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 11/05/2013 | ***Mileage*** | 17,804 | ***Dealer Zone*** | 35 | WASHINGTON | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PGZ | BLACK FOREST GREEN PEARL COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 43232 | JEFF D'AMBROSIO CHRYSLER JEEP | | DODGE | |
| ***Dealer Address*** | 1221 E LANCASTER AVE | | | | |
| ***Dealer City*** | DOWNINGTOWN | ***Dealer State*** | PA | ***Dealer Zip*** | 9335 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | WEST CHESTER PA [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - uConnect Cellular System - Noisy,Static,Interference - Default | Customer stated that she always has a bad connection with the Uconnect. |
| Product - Steering - Unknown - Other - Default | Electric Power Steering light is on. |
| Product - Brakes - Unknown - Brake/Parking Brake Lamp On/Flashing - Default | Light comes on randomly. |
| Corporate - Hard Copy Manual Order - Default - Default - Default | Owner's manuals. |
| Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | Turn signals stay on at times when they are turned off. |

An order for printed owner materials has been placed with our fulfillment house
The following items have been selected:
Warranty
Uconnect 8.4A/8.4AN Owner s Ma
Owner s Manual
Briefly summarize why the customer is contacting Chrysler: Customer called stating that she has had to take her vehicle to the dealer several times for issues relating to the brake alert light coming on, a message on the dash that says 'Unavailable right front radar sensor', and customer stated that her Uconnect has a very bad connection and people cannot understand her. Customer is in possession of the vehicle. Customer stated that she picked up the vehicle from the dealer last week and she is still experiencing the same issues as she was before. Customer stated that when she picked her vehicle up last week there was a warning light on the dash of a steering wheel with and ! beside it. Agent looked it up in the owner s manual and advised customer as per page 303. Customer stated that the dealer advised her that that light meant her steering was working fine.
Agent advised customer that she should take the vehicle to the dealer for a diagnosis again and to call us when the vehicle is at the dealer and we should be able to get this case escalated for her.
Briefly summarize what the customer is expecting: Customer is expecting

to get her vehicle operating as it should be.
NEXT AGENT: If the customer calls back please attempt to get this case escalated to 88F for unresolved issues.
Reassign to TL ML1082 for survey bypass (No Diagnosis)
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Customer called back stating that her vehicle is at the dealer now. Customer stated that she has been having further issues with the vehicle which include transmission issues. Customer stated that the vehicle will be in drive but act like it is in neutral and that she has to turn the vehicle off and then back on again to get it to work properly. Customer also stated that the vehicle is revving really high while it is in drive. Customer stated that it happened the other day and she was unable to pull over so she had to put the vehicle into Sport mode and then turn Sport mode off to get it to stop revving. Customer stated that this issue is random and intermittent. Customer also stated that she gets a beep and then a message on the screen that says 'ACC/FCW wipe front sensor unavailable'. Customer stated that the automatic wiper sensor is acting up and her windshield wipers are coming on randomly, on high, when there is no rain or moisture. Customer also stated that it takes several seconds for her turn signals to turn off after she has turned the corner. Customer also stated that the brake alert light is still randomly coming on and off. Customer stated that it will flash 3 times and a message comes up on the screen saying 'Brake' and it will beep. Dealer initially thought it was caused by snow on the sensor. Customer stated that it went off 4 times last night alone on the way to the dealer.
Agent contact the dealer and spoke with SA James who stated that the customer has been in 5 different times for issues with the vehicle. Agent advised SA James of the issues that the customer is experiencing currently/again. SA James stated that the customer was in on May 4th for a lot of these issues and they were unable to duplicate them. SA James advised agent to notify the customer that he would be contacting her to go over all of the issues that are going on with the vehicle.
Agent advised customer as per SA James. Agent advised customer that we would be sending her case up for special handling and that she would be assigned a case manager who would be able to provide further assistance in getting this issue resolved.
***REQUEST FOR SPECIAL HANDLING***
NIC of TL consulted: JS1881
Reason for special handling request: Multiple electrical issues, dealer unable to duplicate.
Preferred morning/midday call back number is [redacted]
Customer email address for case updates: [redacted]com
Would customer like to receive [redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? (Y/N)
If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code?
If a CDJR dealer has not diagnosed within 30 days, when is the customer s appointment scheduled?
Date:
Time:
Confirmed appointment at dealer codeÙ with nameÙ
Is the customer in a rental? No
Who authorized?
From what date?
Customer advised that they will be contacted within one (1) business day, by COB their time
Assigned case to 88F for Special Handling
* * * * * CASE MANAGER TEAM - District Q * * * * * *
OOW: No
MVP: No
Ownership history: 3 new 1 used

Writer contacted customer at [redacted] Writer spoke to Service Advisor (SA) James. SA James stated they have not been able to duplicate the issues. Writer stated to get a star case open. James will put a note in for a star case.
Status update provided via email to the following email address: [redacted]
Hello, my name is Ashleigh and I have been assigned as your case manager. This email is conformation that your case, [redacted] was successfully escalated to me. My office hours are 5:45am-2:15pm (Mountain Time). My contact information is 800.763.8422 EXT 40511. Thank you!
End of Status Update
Writer contacted customer at [redacted]. Customer stated these issues are intermittent. Customer stated she just wants this fixed. Writer stated we are going to get a case open with our engineers to see if they know how to fix the issues. Customer stated there is also one AM station makes an odd noise like a tin can being hit with a hammer. Writer will get the star case open today and follow up with the customer 6/10
CONTACT UPDATE - Customer was contacted today at 11:35amÙ.
Customer was provided with agent s extension: 40511Ù.
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-06-08 @ 17:40
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer at [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40511. The reason for the customer contact was to provide or request the following information: inform customer the dealership has gotten instruction so we are waiting on the test results for any further steps.
Writer contacted customer at [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40511. The reason for the customer contact was to provide or request the following information: inform customer the engineers are escalating the case
Writer contacted dealership at 610-269-9500. Spoke to Service Advisor (SA) Jeff. SA Jeff stated they were only able to duplicate the brake alert and they were able to fix that. 18826
Was the customer in a rental? If yes, how many days? no
Did the customer have a co-pay? If yes, how much? no
What is the RO #? [redacted]
Does the SM have the CAIR #? If no, provide it. yes
Review and Confirm the DM Notes with the SM while on the phone. yes
Does the SM have everything needed from Customer Care to process the claim? yes
Writer contacted customer at [redacted] Customer stated she has picked up the vehicle but nothing is fixed and the dealer is in touch with the engineers. Customer is concerned this is the 4th time she has taken the vehicle in and that there will not be a resolution. Writer stated we are here for repair resolution so we will do everything we can to get this resolved.
Writer contacted dealership at 610-269-9500. Spoke to Service Manager (SM) Jim. SM Jim stated the tech is out but he will look to see if there is a reply from the tech and if not he will get back in touch Monday and writer will follow up 6/23
Writer contacted customer at [redacted]3. Writer informed customer we are working with the dealership and the tech in order to get the issue resolved as soon as possible and we will be in contact 6/23
Writer contacted dealership at 610-269-9500. Spoke to Service Manager (SM) Jim. SM Jim stated the tech got back from vacation and got in touch with the techs and they escalated it to another engineer and they are just having everything rechecked and they will call the local field engineer because the brake light intermittently comes on.
Writer contacted customer at [redacted] Writer informed customer we are in contact with our local field tech and once they have a time set up, they will have the customer come back in. Customer stated she still

cant set up the screen and have it stay, the light comes on still, the acceleration issue is rare, and the wipers have not come on but she still gets the message. Writer informed customer a SA should be in contact with her tomorrow
Writer contacted dealership at 610-269-9500. SM is at EXT 225 and he is at lunch.
Writer contacted dealership at 610-269-9500. Dealerships phones are not working
Writer contacted customer at [redacted]. Writer informed customer we were not able to get in touch with the dealer as their phones are down but will try again tomorrow
Writer contacted dealership at 610-269-9500. Spoke to Service Manager (SM) Jim. SM Jim stated they have reached out to the field tech but has not gotten an apopintment with them yet
Writer contacted customer at [redacted].
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40511. The reason for the customer contact was to provide or request the following information: inform customer we are waiting on an appointment with the field tech
Writer contacted dealership at 610-269-9500. Spoke to Service Manager (SM) Jim. SM Jim stated the field tech is out of town until Monday
Writer contacted customer at [redacted] Writer inform customer the tech will be back in town Monday and we will follow up Monday
Writer contacted dealership at 610-269-9500.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40511
The reason for the dealer contact was to provide or request the following information: check on tech advisor
Service Manager (SM) Jim called in stating he has not heard back about an appointment but as soon as he does he will let writer know
Writer contacted customer at [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40511. The reason for the customer contact was to provide or request the following information: inform customer the dealership has contacted the tech again but do not have a date and as soon as they do they will let writer know.
Writer contacted dealership at 610-269-9500. Spoke to Service Manager (SM) Jim. SM Jim stated they left a message for the customer to come in and get the vehicle checked again.
Writer contacted customer at [redacted].
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40511. The reason for the customer contact was to provide or request the following information: inform customer to call dealer
4[redacted] has been activated for text message communication.
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7159AH******
Ms. F[redacted], this is Ashleigh with Case Managerment! Please let me know when your appointment is by replying to this text. Thank you!
*****END OF TEXT MESSAGE SENT TO CUSTOMER******
Text message received from [redacted]3
********** Start SMS Reply From Customer **********
Phone Number: [redacted]
Recieved Date: Thu Jul 09 09:59:15 EDT 2015
Text: I will. Thank you!
********** End SMS Reply From Customer **********
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7159AH******
Have you called to set an appointment time yet?
*****END OF TEXT MESSAGE SENT TO CUSTOMER******
Writer contacted dealership at 610-269-9500. Spoke to Service Advisor (SA) James. SA James stated the customer has an appointment 7/20
Writer contacted customer [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40511. The reason for the customer contact was to provide or request the following information: confirm appointment 7/20, follow up 7/21
Writer contacted dealership, SA advised SA James working on the vehicle

is currently on lunch break and will return in about an hour. SA took down writer s information.
Writer contacted dealership, spoke to SA James. SA advised they have ordered a front camera that is coming in tomorrow. Repairs are expected to take 2-3 hours.
Writer contacted customer, customer was advised of lines 224-226. Customer alleges dealership is rude and put her on hold then told her what is she going to do because dealership cannot wait around all day. Customer stated she most likely will not be able to drive vehicle until next week to see if vehicle is repaired. Writer advised a follow up for next Wednesday to check repair satisfaction.
Writer contacted customer, to check repair satisfaction. Customer stated she is driving vehicle now and has driven it for about two and half hours and so far she is not having any concerns. Customer requested to keep case open and complete a follow up on 8/7/15 to ensure vehicle doesn t start acting up again. Writer will follow up with customer on 8/7/15 to ensure repair satisfaction.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ1 | FC[redacted] | ***Open Date*** | 05/15/2015 | ***Built Date*** | 02/03/2015 | |
| ***Model Year*** | 2015 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 05/01/2015 | ***Mileage*** | 650 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | | | |
| ***Transmission*** | | | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 65023 | CROWLEY CHRY-JEEP-DODGE INC | | | |
| ***Dealer Address*** | 1461 FARMINGTON AVENUE | | | | |
| ***Dealer City*** | BRISTOL | ***Dealer State*** | CT | ***Dealer Zip*** | 06010 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | ([redacted] |
| | WALPOLE [redacted] | ***Country*** | UNITED STATES |

Product - Transmission / Transaxle - Unknown - Noisy - Default

Briefly summarize why the customer is contacting Chrysler: Customer calling in due to the fact that they were having concerns with their vehicle having a clunking noise that they believe is coming from the transmission mostly between 6th and 5th gear. Customer also claims that the noise comes when they slow down when down sifting or when they hit brakes to stop.
Briefly summarize what the customer is expecting: Customer is expecting to receive assistance in order to resolve their issue as they are not receiving the proper assistance from the dealership.
Agent Advised: Agent transferred the customer over to Tiffany with SRT for further assistance.
Customer contacted CM seeking assistance with his vehicle repaired. Customer stated the vehicle is making a clucking noise between 5th and 6th gear. Customer stated noise also happens when he down shifts. Customer stated he took the vehicle back to the purchasing dealership and they were not able to duplicate the issue. CM advised the closest SRT dealership in his area is Crowley Chrysler Jeep Dodge (65023). CM offered to contact the dealership and schedule an appointment. Customer requested a rental due to the Service Contract he purchased with the vehicle. CM will contact the dealership to schedule an appointment.
CM contacted Crowley Chrysler Jeep Dodge at 860-261-3008 and scheduled the an customer for an appointment 5/22/15 at 8:30 AM. CM requested a rental by provided for the customer as a part of his Service Contract. CM scheduled the appointment with Melanie.
CM contacted the customer at [redacted] LVM advising the customer of the appointment on 5/22/15 at 8:30AM.
Vehicle is at the dealership - CROWLEY CHRY-JEEP-DODGE INC (65023)
Update triggered by S74728A
CM contacted the dealership at 860-261-3000 and LVM for Assistance Manager Mark.
SM Mark left a message stating that they are working with our Star to

determine what is causing the noise.
CM contacted the customer and explained that the dealership with working with Engineering group to determine what is causing the noise in the vehicle. Customer stated he has appointment on 6/03/15 to bring the vehicle back to the dealership. CM will follow up with the customer on 6/04/15.
Vehicle is at the dealership - CROWLEY CHRY-JEEP-DODGE INC (65023)
Update triggered by S74728A
CM contacted the dealership at 860-261-3000 and spoke with SA Mark for an update on the vehicle. SA stated they are not able to duplicate the noise that the customer is experiencing. SA stated the noise is very faint. SA stated he is having another technician inspect the vehicle to determine if the noise can be duplicated.
CM contacted the customer an advised that the dealership is still in the process of diagnosing the vehicle. Customer stated his horn isn t not working an the front consolation indicator is not functioning properly. Customer stated he advised the dealership of his new concerns with the vehicle. CM will follow up with the dealership for additional information.
CM contacted the dealership at 860-261-3000 and spoke with SA Mark to inquire on the status of the vehicle. SA stated they customer went for a test drive with the technician and they were able to duplicate the noise. SA stated they repaired the horn and order the parts to fix the adaptive cruise control on the vehicle. SA stated the noise appears to be coming from the rear of the vehicle. They are working to diagnosis the vehicle.
CM contacted the customer a[redacted] to provide an update on the vehicle. Customer stated he drove the vehicle with the technician and he was able to duplicate the sound. CM advised that the dealership is still researching to determine what is causing the sound. Customer requested free oil changes for the issues with his vehicle. CM advised that when the vehicle is repaired we can discuss what oil changes packages are available. CM will follow up with the customer when more information becomes available.
CM contacted the dealership at 860-261-3000 and LVM for SA Mark for a return call.
SA Mark contacted CM requesting to speak with agent, CM transferred SA to agents voice mail.
CM contacted SA Mark at 860-261-3008 he stated that we spoke SA Mark to inquire on the status of the vehicle. SA stated they are able to duplicate the sound, but cannot determine what is causing the noise. SA requested a field tech to inspect the vehicle. CM advised the Area Manager has to make a request for the a field tech to inspect the vehicle. SA will follow up with CM when more information becomes available.
CM contacted the dealership at 860-261-3000 and LVM for a return SA Mark.
SA Mark contacted CM stating the customer picked up the vehicle on 6/12/15. SA stated they are awaiting the arrival of the field technician to inspect the vehicle.
CM contacted the customer a[redacted] and LVM for a return call.
CM contacted the customer at[redacted]7 and LVM for a return call.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
No Response / Unable To Reach
CM contacted the customer to inquire on the status of the vehicle.
Customer stated he hasn t received a return call from the dealership.
Customer stated he is going out of town next week and he wouldn t be able to bring in the vehicle. CM will follow up with the dealership.
CM contacted the dealership at 860-261-3000 and LVM for SM Tim.
CM contacted the dealership at 860-261-3000 and spoke with SM Tim for an update on the vehicle. SM stated he is waiting for the field technician to come and inspect the vehicle.
CM contacted the customer a[redacted] and LVM for a return call.
CM contacted the customer at[redacted] and LVM for a return call.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
No Response / Unable To Reach
Customer called requesting an update on the case. Customer stated he has

not received a return call from the dealership in over a month. CM will follow up with the dealership.
CM contacted the dealership at 860-261-3000 and spoke with SA Mark for an update on the vehicle. SA Mark stated the field tech that inspects the vehicle s in his area is out for a surgery when he returns. The SM is out on vacation. SA stated when more information becomes available he will follow up with the customer.
REASSIGNED TO BC/DLR 32 65023 07/22/15 13:21 R[redacted]
CM contacted the customer at [redacted] and advised the customer the field tech assigned to inspect the vehicle is out for a leave. CM will follow up with the customer when more information becomes available.
Vehicle is at the dealership - NORTHWEST HILLS CHRYSLER JEEP (26664)
Update triggered by S53024L
CM contacted the customer at [redacted] and LVM for a return.
Area Manager spoke with SA and SM Tim at dealer 65023. Advised dealer to follow STAR process (open STAR case). If star agent and dealer cannot diagnose, case must be escalated to star management. It is at the discretion of star management to contact a field TA.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG1 | EC3[redacted] | ***Open Date*** | 05/18/2015 | ***Built Date*** | 12/23/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 08/22/2014 | ***Mileage*** | 5,255 | ***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*** | 23153 | WESTBURY JEEP CHRYSLER DODGE, INC. | | | |
| ***Dealer Address*** | 928 JERICHO TPKE | | | | |
| ***Dealer City*** | WESTBURY | ***Dealer State*** | NY | ***Dealer Zip*** | 1590 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] M | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | NORTHPORT NY [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Dealer - By-Pass - Default - Default - Default | |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | |

CQI Survey Record Received - DATE : 05/18/2015
Survey Number : 5695940
Quality Survey ID Number: 293435045
Survey Date : 05/15/20[redacted]
[redacted]
CQI Comments : \Collision avoidance Adaptive cruise control 631-9
74-5926
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Continuous Quality Insight
Survey By Pass - Duplicate CAIR
Called the Customer and left message for them asking for return
call

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJM9 EC[redacted] | | **Open Date** | 05/18/2015 | **Built Date** | 01/11/2014 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 03/08/2014 | **Mileage** | 13,533 | **Dealer Zone** | 63 | DALLAS | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 44678 | GLENN POLK AUTOPLEX | | | |
| **Dealer Address** | 4330 N INTERSTATE 35 | | | | |
| **Dealer City** | GAINESVILLE | **Dealer State** | TX | **Dealer Zip** | 76240 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] [redacted] | **Home Phone** | |
| | VALLEY VIEW TX[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Intermittent or Inoperative - Default | ECW light on |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | |
| Product - Transmission / Transaxle - Transfer Case - Defective - Default | |

Dealer Code: 44678
POC Name and position: Brandon/SA
POC number: same
POC e-mail: none
Date and time customer brought vehicle into dealer? 5/18
Is the customer waiting? Yes
Is the customer in a rental? No
Customer name: [redacted]
All customer contact numbers: 9[redacted]
Best time of day to contact customer? any time
Customer concern: ECW and adaptive cruise control lights came on twice
Current mileage: 13533
Dealer diagnosis: Found 2 pages of stored codes, requesting TS
Are there ANY modifications to the vehicle? No
Recommended repairs: None so far
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-05-18 @ 17:06
Customer called in regarding case per case# [redacted]
940-665-3461 is the dealership. Correct customer conact#[redacted]
CONTACT UPDATE - Writer contacted customer at [redacted]0. Writer advised that case has been escalated to the TS for assistance. Customer inquired about the check engine light coming on because there was an update available. Writer advised that the check engine light does not come on due to an update becoming available as Chrysler does not communicate with the vehicle. Writer explained that last time when the light was on it needed an update but was not pinged by Chrysler. Writer

to follow up with updates.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# 1[redacted] FOR INFORMATION
Mr. [redacted]r called requesting to speak with his CM PR708, customer stated that he dialed his CM s ext. number but the voice mail is dated for Friday and wanted to speak with someone as soon as possible in regards a new issue his vehicle is having. Writer advised that CM is not available at the moment and advised that his CM stated that will call customer back in one hour. Customer stated that he will be waiting for the call because he is very concern and worry about the new concern. Writer updated coin and customer stated that this is his only number [redacted]0.
Customer calls to speak with their Case Manager.
Transferred the customer to TP405 at ext 40688 because the primary CM was not available.
Customer declined to provide a second phone number.
Writer took call from customer and provided the information from the star case. Customer is concerned about repairs going forward. Writer advised we can look into am extended SC for customer satisfaction.
Writer asked for a few days for CA to b able to research what SC will best fit his needs.
Caller Mr. [redacted]r requesting to speak with Case Manager.
CM will call him back.
TS prompted.
Writer attempted to contact anyone in service, writer held for 8 minutes.
Writer disconnected call.
Writer contacted SA Scott at dealership 44678. SA confirms repairs were completed and customer has picked up the vehicle.
TS prompted.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer to offer SC: WM5100N
Writer received call from TS with updated information regarding repairs.
Writer contacted customer at [redacted]. Customer confirmed that repairs are completed and he has the vehicle back. Customer states that he spoke to the TS regarding the repairs. Customer expressed his concerns with future repairs. Writer offered SC WM5100N, customer accepted. Writer advised that case will close. Customer states that he will call if anything else is needed in the future.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.
WM5100N Contract created. Contract number is 38760436.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM4 | EC[redacted] | **Open Date** | 05/26/2015 | **Built Date** | 03/23/2014 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 07/07/2014 | **Mileage** | 6,600 | **Dealer Zone** | 51 | CHICAGO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 44566 | RUSS DARROW CHRYSLER, JEEP, DODGE | | | |
| **Dealer Address** | 7676 N. 76TH STREET | | | | |
| **Dealer City** | MILWAUKEE | **Dealer State** | WI | **Dealer Zip** | 53223 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | |
| | MILWAUKEE WI [redacted]7 | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Emissions - Unknown - Other - Default | DEF |
| Corporate - Survey By-Pass - Default - Default - Default | check engine on multiple times |
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | check engine on multiple times |
| Product - Electrical - Unknown - Defective - Default | multiple software updates |
| Product - Unknown - Unknown - Hesitation/No Power - Default | sluggish vehicle |
| Dealer - By-Pass - Default - Default - Default | |

Reference CAIR[redacted]
Briefly summarize why the customer is contacting Chrysler: Customer stated that she would like information on Lemon Law. Customer stated that she is at the DLR today again for the check engine light. Customer stated that she has had the vehicle at the DLR 9 times for different issues like the DEF and software updates since she purchased the vehicle. Customer stated that it is a great inconvenience and she should not have so many issues with a new vehicle.
Briefly summarize what the customer is expecting: To file for Lemon Law Agent advised customer that her file would be forwarded to the proper department for review of the repair history. Agent advised that this is not filing for Lemon Law. Agent advised customer that the objective is always to repair the vehicle as per the terms of the factory warranty. Agent advised customer to continue working with the DLR to resolve the issues.
**********
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] for an appointment
Is this a request for Lemon Law, buy-back or replacement? Lemon Law
Reassigned to 91L
********** 91L Review **********

******April with the I2R Customer Resolution Team, is now responsible for this CAIR. If the customer should call, please direct them to contact April directly at 214-583-2158. Thank You.******
>Called dealer 44566, spoke with SA Keith. I inquired if the customer s vehicle was at the dealership. SA stated the vehicle is not there.
>Placed initial call to customer. LVM stating that their case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my number and office hours for a return call and advised I would make contact again Monday.
**Follow up 6/1**
>Called customer but she was unavailable. LVM requesting a return call.
**Follow up 6/3**
>Called customer but she was unavailable. LVM requesting a return call.
**Follow up 6/5**
>Called customer but she was unavailable. LVM requesting a return call.
**Follow up 6/9**
>Received call from customer. Customer stated the vehicle is not at the dealership. Customer stated the vehicle has been to the dealership five (5) or six (6) times for the CEL. Customer stated the DEF light was on because the DEF was low. Customer stated she was told by SA Lee, she could get DEF from the truck stop or an auto store. Customer stated she purchased DEF from the auto store and filled the tank. Customer stated she was later told by SA Lee the tank should only be filled half way. Customer stated the dash light 'brake' came on but there was no vehicle in front of her. Customer stated the dealership has replaced the 'brain' of the vehicle and now the air suspension light comes on. Customer stated there are no lights on now. I advised the customer I will review her case for all resolution. I requested the customer to contact me if the lights come back on. Customer agreed.
**Follow 6/10**
>Called customer but she was unavailable. LVM requesting a return call.
**Follow up 6/12**

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECTX | EC[redacted] | ***Open Date*** | 05/30/2015 | ***Built Date*** | 02/08/2014 | |
| ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 07/17/2014 | ***Mileage*** | 8,000 | ***Dealer Zone*** | 71 | LOS ANGELES | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 24100 | HUNTINGTON BEACH CHRYSLER JEEP | | | |
| ***Dealer Address*** | 16701 BEACH BLVD | | | | |
| ***Dealer City*** | HUNTINGTON BEACH | ***Dealer S ate*** | CA | ***Dealer Zip*** | 92647 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | |
| | SAN DIEGO CA[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Product Information - Default - Default - Default | Forward collision. |

Briefly summarize why the customer is contacting Chrysler: Customer contacted because they are seeking assistance with their forward collision. Customer states it is too sensitive and would like to change that. Agent placed the customer on hold but when she cam but the customer did not respond back.
Briefly summarize what the customer is expecting: Customer is seeking assistance with a feature in their vehicle.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEBM4 | EC[redacted] | ***Open Date*** | 05/30/2015 | ***Built Date*** | 11/08/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKTP74 | JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY | | | |
| ***In Service Dt*** | 01/17/2014 | ***Mileage*** | 24,690 | ***Dealer Zone*** | 66 | ORLANDO | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 44155 | DODGE OF WINTER HAVEN | | | |
| ***Dealer Address*** | 299 CYPRESS GARDENS BLVD | | | | |
| ***Dealer City*** | WINTER HAVEN | ***Dealer State*** | FL | ***Dealer Zip*** | 3880 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | LAKELAND FL[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Lamps and Switches - Other - Default | ACC / FCW lights on |
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | check engine light keeps coming on |

Briefly summarize why the customer is contacting Chrysler: Customer at first asked for lemon law. Writer explained that we do a review of the repair history of the vehicle. Customer states he can t use anything in the car. 3 days after seeing the DLR, his check engine light came back on. lCustomer had just goten out of the shop for regular PM and the check engine light was on. This was the 3rd time for the check engine light being looked at. The vehicle is drivable but the lights keep coming on. Can t use Cruise Control - it says Service Required. ACC/FCW - it says Unavailable - service required. There is also an intermittent problem with the check engine light.
Writer found these related warranty claims on the OWNERSHIP EVENT HISTORY:
05/15/2015 - ECM
10/02/2014 - ECM
04/25/2014 - ECM
10/02/2014 - TCM
Writer consulted answerconnect #18734 and the customer has to get back to the DLR for his issue to be looked at a 4th time. Customer was explained that intermittent and non-duplicatable issues are difficult to diagnose. Customer will call the DLR first thing on Monday, June 1/2015 to get an appointment.
When customer is at the DLR, he will call back with the case # and the next agent can verify the Repair Order and get authorization to send up to 88F. The entire Special Handling paragraph has been filled in, except for the TL NIC, which would be obtained at time of approval to send up.
Briefly summarize what the customer is expecting: to get a Case Manager for his unresolved electrical issues with the vehicle
***REQUEST FOR SPECIAL HANDLING***
NIC of TL consulted:

Reason for special handling request:
Preferred morning/midday call back number is [redacted] - CELL
Preferred afternoon/evening call back number is [redacted]
Customer email address for case updates: [redacted]
Would customer like to receive updates via text message? (Y/N) - NO
Mobile number [redacted] - CELL
Who has possession of the vehicle? Owner who will be seeking next available appointment on Monday, June 1/2015 - using same DLR as before
Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? YES
If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 44155
Customer advised that they will be contacted within one (1) business day, by COB their time
Assigned case to 88F for Special Handling
Reassign to TL for Survey Bypass - no diagnosis
Vehicle is at the dealership - DODGE CHRYSLER JEEP OF WINTER (44155)
Update triggered by S01218N
Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding vehicle being at dealership. Customer stated that was advised to contact Chrysler once vehicle was at dealership. Customer stated that check engine light did come back on
Briefly summarize what the customer is expecting: Customer is seeking to have vehicle repaired
Agent advised customer that would escalate case to case manager which would notify customer with in one business day
Customer calling in because he was told he would receive a call by the close of business and is seeking further assistance.
Writer transferred customer to CM SB1977 for further assistance.
* * * * * CASE MANAGER TEAM - District M * * * * * *
OOW; In warranty
Household; 1new 0 used
MVP; 1 active owner care 2 yr
Agent attempted to contact dealer Service Manager Arsenial, however, SM not available. Left message for a return call at extension 40781
The reason for the dealer contact was to provide or request the following information: Get an update on the vehicle.
CONTACT UPDATE - Customer was contacted today at 12:46pm.
Customer was provided with agent s extension: 40781.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40781. The reason for the customer contact was to provide or request the following information: Return call to customer.
Writer contacted DLR, spoke with SM Arsinio. SM stated that the customer picked up their vehicle yesterday, 6/3/15, and as far as he knows, they are happy with the repair.
Writer contacted customer. Customer stated that as of now, the check engine light has not come back on. Writer left KM1120 s contact info and scheduled a follow-up from customer s CM on 6/9/15.
Incident number: [redacted]
Hi, my name is Brenda with Jeep Customer Care, How may I help you today?
[redacted]Hi Brenda, i have an open case with you guys regarding my Grand Cherokee
Brenda: Hello Joseph
[redacted]: I was not sure if i could use this system or if i needed to call in and talk to the person who is handling the case.
Brenda: I can understand this would be frustrating for you[redacted] I will certainly look into the file information any be happy to provide any information possible. Do you have a file number?
[redacted]: not handy can you use my phnone number? its[redacted]
Brenda: I can certainly try to pull up the information via your phone. One moment please.
Brenda: Thank you for you patience. May you please verify the information [redacted] Refresh COIN Change Owner Change Address [redacted] ,

LAKELAND , FL- [redacted],
UNITED STATES Last Upd: 05/30/2015
Phone No [redacted]
Secondary No :
Vehicle Information
VIN: 1C4RJEBM4 EC[redacted]
2014 JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY 4-DR
ISD 01/17/2014 Repchsd No Orig Owner Yes
[redacted] thats is it.
Im still having issues, The cruise Control still does not work. I just got it out of the shop. When the dealership had it in the shop i told them that this and the check engine light was on. I see they 'fixed' the check engine light, but the cruise control was not fixed.
Brenda: I do apologize if you are continuing to have issues with the vehicle. I will attach this chat information directly to your file for you.
I have looked into the file and it indicates that the case manager will contact you 06/09/15 in regard to the file.
You case managers contact information is: Kayla
1-800-763-8422
Extension 40781
I will place information on file that you are expecting a call back as soon as possible.
Brenda: Is there anything else for today?
Joseph Pou: That is it, thanks Brenda. Can you make sure she calls my number and not my wifes? I think thaty called her the last time.
Brenda: May you please verify the contact number then.
Brenda: Hello J[redacted]. What is the best contact phone for yourself?
[redacted]: 8[redacted], its the one on the account
[redacted]: maybe it was the dealership that called her and not the case manager.
Brenda: Thank you so much. This is the contact number in our records for call back. But it is certainly noted.
Brenda: Anything else for today?
[redacted]
CUSTOMER-CM attempted to contact customer, however, customer was not available. CM left message for a return call at extension 40781. The reason for the customer contact was to provide or request the following information: To inquire if the customer has contacted the dealership about the cruise control. CM will have KM1120 contact the customer again on 6-10.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40781. The reason for the customer contact was to provide or request the following information: Return call to the customer.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40781. The reason for the customer contact was to provide or request the following information: Follow up, check if customer still need CAC assistance. Follow up on 06/15.
Writer contacted customer [redacted]. Spoke with customer and he stated that his cruise control is still not working. Customer stated he is waiting for the dealership to call him back to see when they would be able to pick up his vehicle and provide him with a rental for the time being. Writer stated that CM can contact DLR and arrange for vehicle to be picked up if dealer is willing too, CM will follow up with customer once that has been arranged. It will be no later than 6/17
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40781 The reason for the dealer contact was to provide or request the following information: To discuss the case
customer is requesting a rental vehicle at the time the vehicle is dropped off or to have the custoemers wife drop the vehicle off and have her shuttled back and then the car brought back when done.

Writer called customer and advised unable to get ahold of the SM at this point. Writer advised will try again on 6/22/15 as CM is not here on the weekend. Writer advised if there is any contact on the customers end before 6/22/15 to please leave a message for the CM.
Writer called the dlr to go over the case. sa stated that the vehicle was there but the customer took it back. sa stated that he customer called stating that he is having the same issues again. Sa stated that the customer was going to take it back to the dlr for another diag but never did. Sa stated that they are waiting for him to come back so they can take care of his vehicle and concerns.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension XXXXX. The reason for the customer contact was to provide or request the following information: (Describe reason for contact)
Writer called the customer to go over the case and lines 166-171. Left contact and case number for a call back
Writer called customer. Customer confirmed the vehicle is still having the same issues per cruise control. Writer advised CM has spoken to the SM in regards to the case and has advised that the customer bring the vehicle back to the DLR. Customer advised will call the CM no later than 6/26/15 in regards to getting an appointment set to take the vehicle back to the DLR.
Vehicle is at the dealership - DODGE CHRYSLER JEEP OF WINTER (44155)
Update triggered by S01218N
Agent attempted to contact dealer Service Manager Arsenio, however, SM not available. Left message for a return call at extension 40781
The reason for the dealer contact was to provide or request the following information: To confirm the vehicle is there and to obtain the diagnosis.
Writer contacted DLR, spoke with SA Ken.
Was the customer in a rental? No
Did the customer have a co-pay? No
What is the RO #? N/A
Does the SM have the CAIR #? [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40781. The reason for the customer contact was to provide or request the following information:
Writer needs to see how repairs on vehicle are doing. Writer will have CM follow up on 07/01/15.
Agent attempted to contact dealer Service Manager Arsenio, however, SM not available. Left message for a return call at extension 40781
The reason for the dealer contact was to provide or request the following information: To get an update on the vehicle.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40781. The reason for the customer contact was to provide or request the following information:
To follow up with the customer.
Writer called DLR, spoke with SM Arsenio. SM confirmed the vehicle has been picked up and the route cause of the Cruise Control not working was one of the computers needed to be re-rained. SM advised the computer has been re-trained. RO#[redacted]
Writer called customer, customer confirmed the vehicle was picked up. Writer advised of the cruise control, writer stated cruise control seems to be working fine since the repair. Writer will follow up 7/6/15 to close the case.
Writer called customer, customer advised the check engine light and the cruise control are still doing fine. Writer advised of the customers case number and advised the case will now be closed and to give CAC a call back if assistance is needed.
CLOSED LOOP UPDATE - no need for additional follow-up.
Writer called DLR, spoke with Stephanie in the SD. Mileage is 25985.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM1 | EC[redacted] | **Open Date** | 06/03/2015 | **Built Date** | 01/13/2014 | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 04/22/2014 | **Mileage** | 16,748 | **Dealer Zone** | 51 | CHICAGO | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 26951 | DUPAGE CHRYSLER DODGE JEEP RAM | | | |
| **Dealer Address** | 433 E NORTH AVE | | | | |
| **Dealer City** | GLENDALE HEIGHTS | **Dealer State** | IL | **Dealer Zip** | 60139 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | GLEN ELLYN IL 6[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Intermittent or Inoperative - Default | Adaptive cruise and forward collision issues |
| Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default | CEL, engine sounds like it is loud |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |
| Corporate - No Longer Own Vehicle - Default - Default - Default | |
| Corporate - Survey By-Pass - No Longer Owns Vehicle - Default - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
Dealer Code: 26951
POC Name and position: Mike/SD
POC number: 847-975-0812
POC e-mail:
Date and time customer brought vehicle into dealer? 6/1/2015
Is the customer waiting? No
Is the customer in a rental? Yes
Customer name: [redacted]
All customer contact numbers: [redacted] only number
Best time of day to contact customer? Anytime
Customer concern: CEL, engine sounds like it is loud
Current mileage: 14679
Dealer diagnosis: P0171 flash was done in March, Needs assist on diagnosis
Are there ANY modifications to the vehicle? No
Recommended repairs: None right now, think might be a bad O2 sensor
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-06-03 @ 12:36
Writer contacted Mike/SD at 847-975-0812. Writer and SM reviewed that he is working with ECS TS and to follow their instructions. Writer also advised SM that if additional repairs are found to please contact the TS and get additional approval. Writer given permission to email SM at michaelj@dupage.com.

Customer [redacted]
Writer attempted to contact customer at [redacted] and left VM. Writer also attempted to make contact on [redacted] and line immediately rang busy. Left message for a return call at extension 40614. The reason for the customer contact was to provide or request the following information: Writer will be CA during repair to vehicle. Writer will make next contact attempt on 06.05.2015.
CAIR ESCALATION UPDATE
SEE STAR CASE# 1[redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE#[redacted] FOR INFORMATION
Customer (Mrs) made contact and advised that dealer told her the vehicle is ready to pick up but they are waiting for approval for release. Writer put customer on hold and contacted dealer for an update.
Writer contacted Mike/SD at 847-975-0812 and was advised that repair is done but they would like to let the vehicle cool retest and then report back to ECS for approval to release. Writer contacted ECS TS and advised. Customer would like update on status of vehicle as she will be leaving on a trip and is hoping to take the vehicle and leave today. Customer cannot pick up vehicle until after 5 pm.
Writer will arrange for a CA that works latter to follow up and then follow up again on 06.12.2015.
Writer called Dealer DUPAGE CHRYSLER DODGE JEEP RAM at 630-446-1400 and spoke with Mike/SD stating the vehicle is fixed and the customer will be picking the vehicle up on the customer s way home.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer called customer at [redacted] Phone line was busy. Writer made another attempt, phone line was still busy. Writer contact the customer at [redacted] Customer states that she will be picking up the vehicle in about an hour. Customer states that her CA will be in contact next week.
Customer called in to let us know that they took their vehicle to Champion CJD in Decater Alabama to get the Diesel additive put in. However the DLR made a mistake and put it directly in the diesel tank instead of the separate tank. The dealership realized the mistake almost immediately and rectified it by draining the fuel tank completely and changing the filter. Customer said DLR was very nice an apologetic and they were not calling to complain although they had to wait 4 hours for them to rectify it. They just wanted it noted on their case.
Briefly summarize why the customer is contacting Chrysler: Customer stated that he is currently getting a message in his vehicle stating that the fuel is contaminated. Customer stated that he believes that he issue is related to the dealership putting the fuel additive into the wrong tank. Customer stated that he is also having issues with the forward collision warning system not working, and his adaptive cruise control will not work. Customer stated that he is currently bringing the vehicle back to the dealership.
Briefly summarize what the customer is expecting: Customer would like to document what is happening with his vehicle.
Agent advised the Customer that the case will be updated, and a call back request will be made for the CM to contact him back.
Writer called customer at [redacted], however, customer was not available.
Left message for a return call at extension 40614. The reason for the customer contact was to provide or request the following information: Writer attempted to contact customer. Phone rang busy and writer was not able to make contact.
Writer tried to make contact twice.
Vehicle is at the dealership - DUPAGE CHRYSLER DODGE JEEP RAM (26951)
Update triggered by S35860I
Writer received call from dealer, vehicle is back at the dealership,

customer concerns: 1: Gap in front bumper molding, 2: collision warning lights are on, 3: diesel fuel light is on, dealer found update for TCM. Dealer has not diagnosed issues, writer advised dealer to diagnose the vehicle and call back before completing any repairs.
Writer called customer at [redacted] and line rang busy. Agent attempted to contact customer at [redacted], however, customer was not available.Left message for a return call at extension 40614. The reason for the customer contact was to provide or request the following information: Writer attempting to make contact as vehicle is having additional concerns and is back at the dealership.
Customer: [redacted] returning call from CA LK237 stated he tried her ext but did not get through. Writer verified customer had correct ext and cair #, transferred call to ext 40614.
Customer (Mr) returned writers call and reviewed that there was a problem while traveling. Writer reviewed workmanship process and advised that writer would try to get needed repairs done at his home dealership but that the dealer that made the mistake would be responsible. Customer also advised that the vehicle adaptive cruise control, forward collision was engaging improperly. That situation was very dangerous. Customer turned it off and it kept engaging. Customer is in a rental/loaner vehicle at this time. Customer would like follow up on 06.12.2015 unless there is a problem.
***** correct contact number for customer is 6[redacted] *******
Writer contacted dealer 60474 Champion CJD in Decater Alabama at 256-351-8787 and requested to speak to SM Barry. SM advised that he is willing to work with repairing dealership 26951 and will contact SD Mike. SM advised that he will be responsible for the costs of the repair. SM advised that parts manager, George would be contacting the repairing dealership as he was the person who made the mistake. SM provided with writers contact information and SD Mikes contact information. Writer also requested that AM (John Harrison) be advised of the situation. SM Barry advised that he would contact the AM.
Customer made contact and advised that they are now in negotiation to purchase another vehicle but not a diesel this time. Writer advised that writer does not have incentives to offer and cannot become involved in the sales process but will contact the dealer and request that they give customer all incentives that they have. Writer and customer discussed that writer will provide oil change (5yr) and mechanical SC to thank for staying loyal to the brand. Customer also thanked writer for contacting dealer that added DEF fluid to fuel tank so the vehicle could be repaired at this dealership. Writer will follow up with customer on 06.16.2015 to review SC offer.
Writer and customer reviewed that writer cannot provide lifetime service contracts.
Writer contacted the sales department at 630-446-1400 and spoke with Sales Manager, Tony. Writer explained customer situation and requested that customer be provided with any sales incentives that are available. Tony advised that customer is already working with someone at the dealership. Tony advised that he would be willing to offer customer incentives. Tony advised that he does not need current case number or writers contact information.
DEALER CALLED-
Tech Boggan called from dealer 26951 stating customer came in with 2 concerns and is requesting TS assistance.
1. Front Collision Warning light comes on when nothing is around the vehicle, dealer duplicated, needs assistance on next steps.
2. The Chrome trim under the license plate is sticking out. Dealer needs to remove bumper to fix.
Writer advised that case will be escalated to TS and to wait until contacted to do anything.
Tech Boggan s Cell Phone: 773-497-9603
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-06-10 @ 11:48
TAPS: 391
CAIR ESCALATION UPDATE

SEE STAR CASE# [redacted] FOR INFORMATION
Writer received call from DLR, seeking auth for repairs. Writer advised dealer to contact TS WJ115 for auth.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted Mike/SD at 847-975-0812. SD advised that repairs are done Contamination done by other dealership is also done and the Champion dealership paid for the work. Customer has been contacted about picking up vehicle.
Customer contacted Jeep because he just picked the vehicle up yesterday after it was at the dealer for about a week and they were suppose to fix the adaptive cruise control. Customer is still having issues with it, the cruise control will turn on and off by itself and when he tries to use the button to set the cruise it wont work. Customer wants these issues documented and he wants to seek lemon law.
Agent advised that his concerns will be documented for his case manager, customer thanked agent.
Writer attempted to contact Mike/SD at 847-975-0812 and 630-446-1400. SD not available and writer spoke with SA Marsin. Writer advised that bracket on adaptive cruise control was replaced that it had been bumped. Marsin advised that he would be happy to assist the customer. Writer also left VM about case on SD Mikes VM.
Writer contacted customer (Mrs) at [redacted]. Customer advised that dealership sales department was not worked out and customer was disappointed with the experience. Calls were not returned and dealer wanted to increase payment by 300.00 to trade vehicle (lease) for regular gas vehicle. Customer also stated that dealer did not leave fuel in vehicle that was in vehicle. Writer advised that writer will take care of 1/2 tank of fuel used by the dealer. Writer also offer to add mechanical SC and oil change SC if customer purchases another of our brand vehicle. If customer keeps this vehicle writer can add mechanical SC or oil change sc with rotations to thank customer for working with Jeep ECS. Writer will follow up on 03.23.2015.
Customer stated that cruise control issue is now working properly.
Customer (Mr) made contact and advised that they traded in this vehicle for another Jeep. Customer wanted to discuss SC offers. Customer advised that he would like the SC with the highest mileage and longest years as his loan is for 7 years. Customer ok with deductable. Writer advised that the SC for the oil change would be for 4 years. Call dropped and writer contacted customer back at [redacted] Writer advised that writer would check for paperwork being in the system to add the SCs and would follow up no latter than 06.26.2015.
Finance Manager Mike from dealer 26783. Ziegler, made contact and inquired about SC to be added to new vehicle. Writer explained that when new vehicle is in the system, writer will contact customer and add SCs.
Writer attempted to contact customer at [redacted] and number is not working. Writer also attempted to make contact at [redacted] however, customer was not available. The reason for the
customer contact was to provide or request the following information:
Writer advised that new vehicle is in system and paperwork for SC have been prepared. Writer will follow up again no latter than 06.30.2015.
VIN for new vehicle is FC[redacted]
Writer contacted customer (Mrs) at [redacted] Writer advised that she is driving the new vehicle and it is at 419 miles but that writer should contact her husband at [redacted]
Agent attempted to contact customer (Mr) at [redacted] however, customer was not available.
Left message for a return call at extension 40614. The reason for the customer contact was to provide or request the following information:
Writer advised that writer has paperwork for SC is waiting for his approval. Writer will follow up again not latter than 07.02.2015.
Customer (Mr) returned writer and would prefer 8yr 120,000 mile SC. Customer advised that this case can be closed when the SC have been added to his new vehicle. Customer will accept 8yr/120,000 mechanical SC and

4yr/4 oil change per yr SC. Customer understands that with new vehicle and SC offers that writer will no longer be reimbursing for fuel. Writer verified address and email.
See case [redacted] - this case opened for new vehicle.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJMX | EC3[redacted] | **Open Date** | 06/03/2015 | **Built Date** | 11/01/2013 | |
| **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 08/13/2014 | **Mileage** | 21,158 | **Dealer Zone** | 70 | | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PEP | DEEP AUBURN PEARL COAT | | | | | |
| **Engine** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 24173 | HANNAH CHRYSLER JEEP | | | |
| **Dealer Address** | 3517 NE AUTO MALL DR | | | | |
| **Dealer City** | VANCOUVER | **Dealer State** | WA | **Dealer Zip** | 98662 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted] | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | [redacted] |
| | PORTLAND OR 9[redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Defective - Default | Code U0401 |
| Corporate - Rental Vehicle - Default - Default - Default | Customer in a rental |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
Dealer Code: 21158
POC Name and position: SA Ryder
POC number: 360-944-3291 ext 1329
POC e-mail: na
Is the customer waiting? No
Is the customer in a rental? Yes
Customer name: [redacted]
All customer contact numbers:
1. [redacted]
Best time of day to contact customer? anytime
Customer concern:
Dealer did TSB 18-023-15, now active code u0401-00 in air suspension control module-active checked program variant coding in pcm-is set at adaptive cruise
Current mileage: 21158
Dealer diagnosis: Requesting TS assistance
Are there ANY modifications to the vehicle? No
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-06-03 @ 12:44
TAPS 391
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Call to cusotmer [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40540. The reason for the customer contact was to provide or request the following information:

To introduce myself and give contact information.
Will check with dealer to see if part needs to be ordered.
Will contact customer again on 6/8/15.
Call to dealer 24173 DICK HANNAH CHRYSLER JEEP DODGE 877-240-1867
Spoke with Brittany who transferred me to parts. Spoke with Josh in
parts.
PCM is there waiting for install. SA for this vehicle is Cindy.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Call to dealer 24173 DICK HANNAH CHRYSLER JEEP DODGE 877-240-1867 vehicle
is not at this dealership
CA called DICK HANNAH CHRYSLER at 360-944-3291, asked for service and
call was disconnected.
CA called DICK HANNAH CHRYSLER at 360-944-3291, spoke to parts/ James
advised that TS approved replacing the PCM again and ETA is 06/09/15
around 11am
Call to cusotmer [redacted],
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40540. The reason for the
customer contact was to provide or request the following information:
To advise customer that part arrival is 06/09/15. CA will follow up on
06/10/15 after calling dealership to see if part has arrived and when
vehicle will be completed.
Call from customer stating he was told that by the dealer that the first
PCM installed was defective and a new on was on order.
Wants to know next steps with diagnosis of original issue vehicle came in
for.
Needs to have rental switched out for a truck for his work needs.
CA will contact dealer and then contact customer back.
Call to dealer 24173 DICK HANNAH CHRYSLER JEEP DODGE 877-240-1867 Spoke
with Liz in service who could not give any updated information. Will try
calling SA Ryder direct extinction.
Ryder is not the SA. It appears that Cindy is the SA. Left message to
have SA Cindy call back to get updated information.
DODGE 877-240-1867
Spoke with SA Cindy. States 2nd PCM arrived and will be installed
tomorrow 6/11/15. They will then be able to continue with the rest of the
diagnosis process. Knows she will need to call in with diagnosis info
before proceeding with any repairs.
SA is going to arrange for truck rental to swap out current rental and
will notify customer when the truck is available.
Call to cusotmer [redacted]
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at 800-763-8422 an choose 0 for a
different rep.
The reason for the customer contact was to provide or request the
following information:
Gave info in lines 64-69.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Customer called stating that he has tried to get in touch with the
dealership a number of times and has not heard back still.
Writer provided him with the basic information from TS notes and
attempted to contact Cindy, SA.
Writer left message for SA asking for repair status as well as rental
swap information.
Customer was advised that writer would follow-up again with the
dealership and would contact him the first part of next week or as soon
as new information was obtained that customer was not already aware of.
Customer asked if he could go to Enterprise about switching out if he
does not hear from SA.
Customer was advised that he could try and to have Enterprise call me if

there is something that writer can assist with.
Customer states that texting is his preferred form for basic updates.
[redacted] has been activated for text message communication.
Status update provided via email to the following email address:
[redacted]
My name is Shari and I have been assigned to be your Customer Advocate from Jeep s Enhanced Customer Satisfaction Program.
Here is some information that will be helpful for you to have:
Jeep Case Advocate telephone number: 800-763-8422
My direct extension: 40677
My normal work hours: 9:30AM-8:00PM M-T-W-F
End of Status Update
Begin Customer Message reviewed:
Thank you Shari. One thing I forgot to mention. The last time I was at the dealership they showed me a document that represented correspondence between them and the techs at Chrysler. I asked for a copy and they would not provide. This document had ticket reference #[redacted] and had personal information about me and my vehicle. I am formally requesting a copy of this correspondence. Please advise if there are any additional steps I need to take to receive this information. Thanks for your help.
~Chris
End of Reviewed Customer message
Chris Sinn called to speak to CA RB1362 but she was not available.
Timeline was at Line 82 and time was 6:34 p.m. EST when call came in.
Writer warm transferred caller to available CA SH950 at X40677 for assistance. Her Narrative begins on Line 82.
Writer left message for Cindy, SA.
CAIR ESCALATION UPDATE
SEE STAR CASE# 1[redacted] FOR INFORMATION
****** Following Corporate Resource has been contacted ******
Doug Rodman
on 2015-06-16 @ 18:17
Writer contacted Cindy, SA, who states that they are waiting on a catalytic converter and shows it was ordered on 6/13 and was 7 days out from then.
Part #68243268AB
Order #[redacted]
ETA shows 6/18 at this time.
Status update provided via email to the following email address:
[redacted]
I have expedited the catalytic converter that had been ordered last week and will track it s progress. It may be in as early as Thursday or Friday. I will contact you after I verify part is in and how long the dealership plans for repairs to be completed.
End of Status Update
CONTACT UPDATE - Customer was contacted today at 06/03/2015 8:55:06 PM.
Customer was provided with agent s extension: 40677.
CA contacted dealer 24173 at 877-240-1867, SA\Shawn stated that parts are not in yet and the ETA is 06/22-06/23/15.
Status update provided via email to the following email address:
[redacted]n,
I am emailing you on behalf of your Customer Advocate Shari. I have contacted Dick Hannah Chrysler dealership and they have informed me that the parts will be in either 06/22/15 or 06/23/15. I will have Shari contact you again on 06/23/15 with another update. If you need to get a hold of Shari you can contact her at 800-763-8422 ext. 40677.
End of Status Update
SM Jane called in saying that the catalytic converter has showed up at the dealer however there are now new concerns with the vehicle. Writer advised that CA will send the case to parts expediting and also advised to contact TS to advise of new concern.
Dealer Code: 24173
POC Name and Position: SM/ Jane
POC Number: 360-624-0124
Customer Name: [redacted]

All Customer Contact Numbers: 5[redacted]
Current Mileage: 21158
Date and Time Customer brought vehicle into the dealer: 5/28/2015
Is the Customer waiting? No
Is the Customer in a Rental? Yes
Customers Concern: DEF system
Dealer Diagnosis:Needs DEF injectior
Are there ANY modifications to the vehicle? no
Recommended Repairs: Needs DEF injectior on national backorder
Part number: 68232842AB
Order Number: [redacted]
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer attempted to contact Jane, SM, but message states that the voicemail has not been set up.
Writer asked that a message be left for SM for update.
Writer spoke to James, Parts Advisor (PA), who stated that the injector module does not show an ETA.
PA was informed that writer would send it up for expediting.
Assigning case to DR1033 to expedite part.
Could not escalate since the previous escalation has not closed.
Email sent to DR1033 about current part needing expediting.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension XXXXX. The reason for the customer contact was to provide or request the following information: Advised DEF injector expedited. Follow up by 06/26/2015.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68232842AB,Order#[redacted],OMC#92006944
on 2015-06-24 @ 11:42
****** START OF SUPPORT ESCALATION by T9468NK******
**** Update from Expediting Team for ****
Part#68232842AB,Order#$[redacted],OMC#92006944
****** END OF SUPPORT ESCALATION ****** by T9468NK
Cindy, SA, not in today.
Writer contacted James, PA, who stated that he shows the same thing with the UPS tracking number and nothing comes up. He states that the part left the national PDC yesterday and went and checked with the person that checks in the orders and was told that this part was not in the shipment today.
Writer left message for customer at [redacted] advising that the part has a tracking number, but there is an issue with the number itself so not able to get the exact ETA. Writer will follow-up the first part of next week or as soon as any new updates obtained.
Writer left message with case number and writers contact information.
OMC# 92006944Order# $[redacted] FOR PN: 68232842AB IS RESOLVED
**********96W Parts Update**********
Tracking Number: [redacted] 70Service:UPS Next Day Air Weight:.70 lbShipped/Billed On:06/26/2015Delivered On:06/29/2015 9:54 A.M. Delivered To: VANCOUVER, WA, US Signed By:FITZGERALDLeft At:Dock
**********End Parts Update**********
Writer contacted customer [redacted] who stated that he had not received any updates, but asked if anything had been done about the rental as Enterprise has said that they are responsible for the cost now as the dealership has not contacted them with their information.
Customer was advised that writer would contact the dealership to verify part in as well as about rental issue.
Writer spoke to James, PA, who checked and found part had come in. PA transferred call to Jane, SM, about part being in and customer concern with rental.
SM stated that she would contact Enterprise about the rental extension and if all goes as planned that the repairs could be completed by tomorrow evening.
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4852SH******
I spoke to the dealer who said that they will call Enterprise. I will contact you the first of next week to check status of repairs. And yes,

part is in.
*****END OF TEXT MESSAGE SENT TO CUSTOMER******
CAIR ESCALATION UPDATE
SEE STAR CASE# 1[redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# 1[redacted] FOR INFORMATION
Jane, SM, left message and sent email stating that they had contacted the TS to close out repair and wanted to get approval for the rental from Writer. Rental total is $1316.05.
Writer sent SM email asking what day customer was first put in a rental vehicle.
Jane, SM, sent email stating that customer was put in a rental vehicle on 6/2.
Writer messaged TS, WJ115, about the 30 days of rental dealership is requesting to be covered.
TS, WJ115, sent email stating that writer could put in approval for 30 days rental.
DM notes added.
Jane, SM, not available and does not have voicemail.
Writer sent SM an email about the approval for the rental and asked if customer picked up vehicle last week.
Jane, SM, sent email stating that customer picked up vehicle on 7/1.
Writer left message for customer at[redacted] asking for status of repairs and if they were charged for all the rental. They were informed that writer would follow-up by 7/10.
Writer left message with case number and writers contact information.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40677. The reason for the customer contact was to provide or request the following information: Inquired about repairs and rental. Follow up no later than 07/15/2015.
Writer left message for customer at[redacted]2 asking for status or repairs and about rental charges. Writer stated that one more follow-up would be made by the first part of next week, before closing case.
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4852SH******
Wanted to check status of repairs and the rental charges that we discussed. I will contact you another time, before closing case, the first part of next week.
*****END OF TEXT MESSAGE SENT TO CUSTOMER******
Status update provided via email to the following email address:
[redacted]
Sorry that I haven t been able to reach you. I wanted to check on the status of repairs as well as the rental charges you had mentioned they were showing you as responsible for. I will try and contact you one more time, the first part of next week, prior to closing case.
Have a good day
End of Status Update
Writer left message for customer at[redacted] asking for status of repairs and rental and stated that the case would be closed.
Writer left message with case number and writers contact information.
Writer contacted the dealership and the person answering was not able to determine if there was any other contact information for customer and writer left a message for the service department.
CLOSED LOOP UPDATE - no need for additional follow-up.

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG7 EC[redacted] | **Open Date** | 06/09/2015 | **Built Date** | 04/19/2013 | | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 06/25/2013 | **Mileage** | 31,319 | **Dealer Zone** | 74 | DENVER | |
| **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT | | **Market** | U | US | |
| **Color** | PGZ | BLACK FOREST GREEN PEARL COAT | | | | | |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 67031 | WALSER CHRYSLER JEEP | | | |
| **Dealer Address** | 314 MAIN STREET | | | | |
| **Dealer City** | HOPKINS | **Dealer State** | MN | **Dealer Zip** | 55343 |

| | | | |
|---|---|---|---|
| **Owner** | [redacted]A | **Contact Type** | TELEPHONE |
| **Address** | [redacted] | **Home Phone** | |
| | ST BONIFACIUS MN [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Corporate - Rental Vehicle - Default - Default - Default | As of 6-8-2015 @ $35.00 a day |
| Product - Electrical - Unknown - Other - Default | Forward Collision Light on and Brake now message on |
| Product - Electrical - Wipers / Washers - Defective - Unknown | Window Wipers would not work |
| Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default | |

***Enhanced Customer Satisfaction Team (ECS) ****
Dealer Code: 67031
POC Name and position:
POC number: 952-930-2292 - direct line
POC e-mail: na
Date and time customer brought vehicle into dealer? 6-8-2015 @ 10:04am
Is the customer waiting? No
Is the customer in a rental? Yes, as of 6-8-2015 @ $35.00 a day
Customer name: [redacted]
All customer contact r[redacted]
[redacted]
Best time of day to contact customer? anytime
Customer concern:
1. Forward Collision Light on
2. Brake now message on
3. Window Wipers would not work
Current mileage: 31319
Dealer diagnosis: Yes
Are there ANY modifications to the vehicle? No
Recommended repairs:
1. Replace the bezel for the adaptive cruise eye.
Part in stock, repairs will be complete today.
** Recall Part for P67 recall part has been ordered and dealership has advised that they will contact the customer once the part comes in as the part is restircted and there is no ETA as of yet. **

########## ECS DIRECT-TO-DEALER ##########
ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. DM Notes have been entered into GCS indicating Customer Care approval. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########################################
DM Notes Added.
Writer dialed [redacted].
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40618. The reason for the customer contact was to provide or request the following information: Advised of ECS. Repairs estimated to be completed by close-of-business 6/9/2015. Will follow up 6/10/2105.
Writer dialed 952-930-2292,
spoke to SA Dustin. SA stated that SA Jim was in charge of ticket. SA stated that repairs were completed and vehicle returned. However, customer has appointment on 6/11/2015 for the same unresolved concerns.
Writer dialed [redacted].
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40618. The reason for the customer contact was to provide or request the following information: Inquire regarding unresolved concerns.
Writer received voice message from customer requesting call back.
Writer dialed 952-930-2292,
spoke with SA Jim. SA stated customer had notified dealer of warning message regarding Front Sensor. Customer had not returned to dealership for diagnostics/service. Next appointment available is 6/12/2015.
Writer dialed [redacted]
spoke with customer. Customer stated receiving message stating 'ACC/FOW UNAVAILABLE - WIPE FRONT RAIDER SENSOR'. Concerned with an intermittent signal loss while listening to satellite and local radio. Writer advised next appointment available is 6/12/2015. Customer stated will take vehicle in 6/12/2015. Writer advised will involve Jeep Technical Specialist to ensure concerns are addressed quickly and accurately. Will follow up 6/12/2015.
Writer dialed 952-930-2292,
spoke with SA Jim. SA stated vehicle at dealership and customer in rental. Writer advised will escalate to TS. SA advised will be out of office for next two weeks. SA Corey will be following up. Can be contacted at 952-930-2289.
****** Following Corporate Resource has been contacted ******
TAPS
on 2015-06-12 @ 16:09
Writer dialed [redacted].
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40618. The reason for the customer contact was to provide or request the following information: Advise TS involved in diagnosis. Will follow up 6/16/2015.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# 1[redacted] FOR INFORMATION
Writer dialed 952-935-2400,
spoke with SA Corey. SA stated had been unable to duplicate customer s concerns. Writer advised TS had been involved in diagnosis. Provided SH654 contact information. SA stated will call TS and update customer.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer dialed [redacted]

Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40618. The reason for the
customer contact was to provide or request the following information:
Advised dealer unable to duplicate concern. Will follow up 6/25/2015.
Writer dialed [redacted]
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40618. The reason for the
customer contact was to provide or request the following information:
Advised will leave case open for 2 additional business days then close
case of no response received by 6/29/2015.
CLOSED LOOP UPDATE - no need for additional follow-up.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]7

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG8 | FC6[redacted] | ***Open Date*** | 06/12/2015 | ***Built Date*** | 09/12/2014 | |
| ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/27/2015 | ***Mileage*** | 0 | ***Dealer Zone*** | 51 | CHICAGO | |
| ***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*** | 23795 | JOHNSON & SONS CO INC | | | |
| ***Dealer Address*** | 1910 W GRAND AVENUE | | | | |
| ***Dealer City*** | WISCONSIN RAPIDS | ***Dealer State*** | WI | ***Dealer Zip*** | 54495 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] R | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | NEKOOSA W[redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default | |
| Corporate - Survey By-Pass - Outbound Recall Follow Up - Default - Default | |

CQI Survey Record Received - DATE : 06/12/2015
Survey Number : 5884441
Quality Survey ID Number: 294672548
Survey Date : 06/10/2015
VIN Last 8 : FC648256
CQI Comments : \Adaptive cruise control set + button operation, 7
15-321-4176

## Customer Assistance Inquiry Record (CAIR)# [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG8 EC[redacted] | **Open Date** | 06/15/2015 | **Built Date** | 01/26/2014 | | |
| **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| **In Service Dt** | 02/20/2014 | **Mileage** | 13,500 | **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** | 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] |
| | HINSDALE IL [redacted] | **Country** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Cruise Control - Defective - Default | adaptive cruise control |
| Corporate - Survey By-Pass - No Diagnosis - Default - Default | |

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicles adaptive cruise control is not functioning properly. Customer states that he will set it for 3 car lengths and the cruise control will get so close to the vehicle in front of him that he has to manually brake. Customer stated that the dealership stated that the sensor was broke and he had to pay for the fix last time.
Briefly summarize what the customer is expecting: Customer seeking adaptive cruise control to work
Agent contacted DLR 45449 and got customer an appointment for a diagnosis.
Reassigned to RO188 for no diagnosis.
Briefly summarize why the customer is contacting Chrysler: Customer is calling because he had the vehicle diagnosed.
Briefly summarize what the customer is expecting: Customer has been to the DLR 5 times for a sensor. DLR states that is it has been hit and that is why they cannot cover it under warranty. Agent and DLR confirmed that the concerns could have been covered under warranty if the technician hadn t stated that it had exterior damage.
customer states he purchased his Jeep in 2014 when he discovered a hole in back seat. Customer then noticed the vehicle was acting erratically. Customer took the vehicle in for diagnosis and the ACC sensor was replaced. Customer states he was at a friends house parked on an incline when the vehicle slid into a cement block damaging it. Customer also states he now has another ACC sensor issue.
Customer states he is dissatisfied with the poor construction of the back seat causing this issue.
Customer is seeking cost assistance with repairs and have repair back seat.
customer has paid for at least 2 oil changes customer is seeking reimbursement.

Agent put customer to MVP.

## *Customer Assistance Inquiry Record (CAIR)#* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCGX | EC1[redacted] | ***Open Date*** | 06/15/2015 | ***Built Date*** | 03/09/2013 | |
| ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | | | |
| ***In Service Dt*** | 04/13/2013 | ***Mileage*** | 42,000 | ***Dealer Zone*** | 32 | NEW YORK | |
| ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT | | ***Market*** | U | US | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60234 | RIVERDALE CHRYSLER JEEP | | | |
| ***Dealer Address*** | 5869 BROADWAY | | | | |
| ***Dealer City*** | BRONX | ***Dealer State*** | NY | ***Dealer Zip*** | 10463 |

| | | | |
|---|---|---|---|
| ***Owner*** | [redacted] | ***Contact Type*** | TELEPHONE |
| ***Address*** | [redacted] | ***Home Phone*** | [redacted] |
| | CHATHAM NY [redacted] | ***Country*** | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Unknown - Other - Default | Dashboard lights providing false signals. |

Briefly summarize why the customer is contacting Chrysler:
Vehicle s dashboard lights give strange on/off signals during highway driving. Customer brought vehicle for three diagnoses at two dealerships, Riverdale DLR (60234) and Village Dodge DLR (41055). Service personnel were unable to diagnose the problems. Customer feels he is driving an unsafe vehicle and states the symptoms on the vehicle are as follows.
1) Adaptive cruise control (ACC/FCW) light blinks on/off during highway driving.
2) Brake emergency light blinks on/off during highway driving.
.
Briefly summarize what the customer is expecting:
Customer is expecting an answer before he brings his vehicle for a fourth diagnosis.
.
Agent called dealerships but they were closed. Agent offered to call back tomorrow (06/16/2015) for another attempt. Customer understood.
Agent called Village Dodge DLR (41055) and spoke with SM Erik. SM stated that issue is known to department but customer has not brought vehicle in for diagnosis. SM advises to bring vehicle back for re-diagnosis.
.
Agent called Riverdale DLR (60234) for inquiry but did not reach anyone.
.
Agent called Riverdale and spoke with SA Guadalupe. SA confirmed with Agent that customer had returned to this dealership for repairs and diagnosis and has left with his vehicle. If issue reoccurs customer is advised to return to DLR.
Customer calling back stating he has not heard for RC1776 and is seeking what to do about the issue.
Agent advised him we need the vehicle has the DLR with a re-diagnosis for us to escalate the case. Customer requesting escalation ASAP. Agent told him we can escalate it but the vehicle needs to be at the DLR. Customer understood and states he is willing to bring it to DLR 60234 for a new

diagnosis. Agent advised customer to call back when the vehicle is at the DLR.
Customer states that he needs a rental/loaner. Agent contacted DLR 60234 and SM Sonny states that the vehicle was just dropped off and there should be a diagnosis within 1/2 hour to hour. Agent advised Customer to contact once the diagnosis is complete

## *Customer Complaint Report*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4SDJCT6CC1[redacted] | ***Model Year*** | 2012 | ***Body*** | WDES75 | DODGE DURANGO R/T AWD SPORT UTILITY 4-DR | |
| ***Built Date*** | 11/09/2011 | ***Market*** | C | Canada | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Color*** | PRM | REDLINE 2 COAT PEARL | | | | | |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | | | |
| ***Transmission*** | DG1 | 6-SPD AUTOMATIC 65RFE TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 01/31/2012 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C6523 | THOMPSON CHRYSLER JEEP DODGE | | | | ***Dealer Zone*** | 25 |
| ***Dealer Address*** | 40 STATION ROAD | | | | | ***Dealer Phone(s)*** | 204 677-2312 |
| ***City/State/ZIP*** | THOMPSON, MB, R8N0N4 | | | | | ***Dealer Fax*** | 204 778-7516 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your DURANGO R/T AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at THOMPSON CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 08 (Neutral)

Q4 1. Other C/D/J dealership shopped in person or online. C3624 - STEINBACH DODGE CHRYSLER LTD.
997 : Other

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-02-05 14:20:12, CUSTOMER ID:9007[redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report*

[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1J4AA2D15AL[redacted] | ***Model Year*** | 2010 | ***Body*** | JKJL72 | JEEP WRANGLER SPORT 4X4 | |
| ***Built Date*** | 01/21/2010 | ***Market*** | C | Canada | ***Plant*** | L | TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY) |
| ***Color*** | PX8 | BLACK CLEAR COAT | | | | | |
| ***Engine*** | EGT | 3.8L V6 SMPI ENGINE | | | | | |
| ***Transmission*** | DGV | 4-SPD. AUTOMATIC VLP 42RLE TRANS | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 05/17/2010 | ***Mileage*** | 0 | ***Event*** | 002 | 90 Days Ownership | |
| ***Dealer*** | C9033 | MAPLE RIDGE CHRYSLER JEEP DODG | | | | ***Dealer Zone*** | 25 |
| ***Dealer Address*** | 11911 WEST STREET | | | | | ***Dealer Phone(s)*** | 604 465-8931 |
| ***City/State/ZIP*** | MAPLE RIDGE, BC, V2X4T2 | | | | | ***Dealer Fax*** | 604 465-6259 |

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER SPORT 4X4 on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)

Q3 Please rate your satisfaction with your experience at MAPLE RIDGE CHRYSLER JEEP DODG on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-05-20 17:33:57, CUSTOMER ID [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report*

[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1J4AA2D15AL[redacted] | ***Model Year*** | 2010 | ***Body*** | JKJL72 | JEEP WRANGLER SPORT 4X4 | |
| ***Built Date*** | 01/21/2010 | ***Market*** | C | Canada | ***Plant*** | L | TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY) |
| ***Color*** | PX8 | BLACK CLEAR COAT | | | | | |
| ***Engine*** | EGT | 3.8L V6 SMPI ENGINE | | | | | |
| ***Transmission*** | DGV | 4-SPD. AUTOMATIC VLP 42RLE TRANS | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 07/05/2012 | ***Mileage*** | 0 | ***Event*** | 006 | Year 3 Ownership | |
| ***Dealer*** | C9033 | MAPLE RIDGE CHRYSLER JEEP DODG | | | | ***Dealer Zone*** | 25 |
| ***Dealer Address*** | 11911 WEST STREET | | | | | ***Dealer Phone(s)*** | 604 465-8931 |
| ***City/State/ZIP*** | MAPLE RIDGE, BC, V2X4T2 | | | | | ***Dealer Fax*** | 604 465-6259 |

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER SPORT 4X4 on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at MAPLE RIDGE CHRYSLER JEEP DODG on a scale of 0 to 10.
Score: 07 (Neutral)

Q8 Have you been back for service to MAPLE RIDGE CHRYSLER JEEP DODG in the last X months?
YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?
04 - Probably Will only

Q11 Approximately how long until your household will acquire its next vehicle?
003 : 3-4 yrs

Q12 Will this next vehicle replace your [MODEL YEAR] [MODEL]?
001 : Yes

Q13 What type of vehicle will you most likely acquire next?
005 : Sport utility/SUV

SURVEY COMPLETED 2012-07-06 15:59:01, CUSTOMER ID [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## Customer Complaint Report

[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1J8GA69138[redacted] | **Model Year** | 2008 | **Body** | JKJS74 | JEEP WRANGLER UNLIMITED RUBICON 4X4 | |
| **Built Date** | 02/16/2008 | **Market** | C | Canada | **Plant** | L | TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY) |
| **Color** | PX8 | BLACK CLEAR COAT | | | | | |
| **Engine** | EGT | 3.8L V6 SMPI ENGINE | | | | | |
| **Transmission** | DEH | 6-SPEED MANUAL NSG370 TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Open Date** | 07/05/2012 | **Mileage** | 0 | **Event** | 007 | Year 5 Ownership | |
| **Dealer** | C5185 | DIXIE PLYMOUTH CHRYSLER | | | | **Dealer Zone** | 21 |
| **Dealer Address** | 8050 DIXIE ROAD | | | | **Dealer Phone(s)** | 905 452-1000 | 905 452-1030 |
| **City/State/ZIP** | TORONTO (BRAMPTON), ON, L6T4W6 | | | | | **Dealer Fax** | 905 452-8983 |

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

002 : Poor quality

003 : Concerns about reliability / dependability

007 : Negative experience / problems with CURRENT vehicle

This is the third jeep that I have purchased brand new and the same problems have plagued owners for years and chrysler does not care enough about the customer to fix the issue even when you involve the head office. I have never put my jeep through a touch wash but the Rubicon logo is stripping off on both sides. It is shameful that even the name that chrysler puts on its product does not stand up and the dealership will do nothing, knowing that the vehicle is under an extended warranty. And please don't get me started about the door hinges that have been rusting and stripping off for the past 30 years. Try and get Chrysler to fix that. I am also on my fourth clutch with this disgusting vehicle, which despite the warranty that I took out I had to pay for out of pocket. I hate Chrysler, I hate your products and will encourage my family and every soul I encounter never to even enter one of your dealership. You are a disgrace to the industry!!!

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED RUBICON 4X4 on a scale of 0 to 10.

Score: 00 (Detractor)

T26 : Transmission quality/wears out too quickly/replaced too soon

X45 : Exterior Rust/Corrosion

I99 : Other Interior

I will make a list for you seeing that you do not get it at your corporate head office. 4 Cluches in four years 4 Year old vehicle is rusting to s***. It's performance does not stand up as advertised. Extremely bad customer service both at corporate and in the dealership. You do not care about your customers once you get their money. The hinges on the vehicle are rusting to the point that I am ashamed to drive it. The name of the vehicle is pealing off to the point that I am ashamed to drive it anywhere. While my kids were in the car I was standed in the winter cold due to a faulty clutch cylinder. Again, after buying 5 vehicles from your company brand new I am still treated like s*** by your company and your staff. Does that answer your question. I hate you so much I want to make an advertisement about the disgust I feel about how you handle things!!! I feel sick to my stomach when I have to tell people about Chrysler!!!

Q3 Please rate your satisfaction with your experience at DIXIE PLYMOUTH CHRYSLER on a scale of 0 to 10.

Score: 00 (Detractor)

001 : Negative/rude treatment by staff

995 : Will never buy there again

They are kind to your when you are buying 3 vehicles from them but when it comes to service and support, they avoid you like the plague. I have had service advisors lie to my face and communicate backroom fixes that were highly unprofessional. My neighbours even warned me that I should never buy from Dixie Chrysler but I did. Never again. They have take over $150,000.00 from me and treat me like s***. I will not even go back to them for an oil change. I hate them and will be writing all of the local papers to communicate my despise for this dealership and this product. You want the truth. Look at the internet and do the decent thing and fix the mutual problems that all jeep owners are having to deal with! Stand behind your product like a decent company! I hope you crash and burn as an organization!!!

Q8 Have you been back for service to DIXIE PLYMOUTH CHRYSLER in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

01 - Definitely Will Not

001 : Too many problems with current or past vehicle

003 : Unhappy with service or past dealings with current dealer

006 : Other makes have outstanding/better reputations

009 : Quality/Reliability

097 : Other

010 : Dependability

SURVEY COMPLETED 2012-07-09 20:05:28, CUSTOMER ID:[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1J8HR48M48C[redacted] | ***Model Year*** | 2008 | ***Body*** | WKJH74 | JEEP GRAND CHEROKEE LAREDO 4X4 | |
| ***Built Date*** | 08/27/2008 | ***Market*** | C | Canada | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Color*** | PW1 | STONE WHITE CLEAR COAT | | | | | |
| ***Engine*** | EXL | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DGU | 5-SPD AUTO W5J400 TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 09/04/2009 | ***Mileage*** | 0 | ***Event*** | 003 | 1st Service customer pay | |
| ***Dealer*** | C3926 | NANAIMO CHRYSLER LTD. | | | | ***Dealer Zone*** | 25 |
| ***Dealer Address*** | 4170 WELLINGTON ROAD | | | ***Dealer Phone(s)*** | | 250 758-1191 | 250 758-7363 |
| ***City/State/ZIP*** | NANAIMO, BC, V9T2H3 | | | | | ***Dealer Fax*** | 250 758-8011 |

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 05 (Detractor)
992 : Safety/Legal
007 : Negative experience / problems with CURRENT vehicle
Just because of the mechanical issues at the beginning.

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 on a scale of 0 to 10.
Score: 06 (Detractor)
P99 : Unspecified Other Problems
It's getting better. It was just those first two months.

Q3 Please rate your satisfaction with your experience at NANAIMO CHRYSLER LTD. on a scale of 0 to 10.
Score: 09 (Promoter)

SURVEY COMPLETED 2009-09-04 21:57:18, CUSTOMER ID [redacted] RO [redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

## *Customer Complaint Report*

[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1J8HR48M48C[redacted] | ***Model Year*** | 2008 | ***Body*** | WKJH74 | JEEP GRAND CHEROKEE LAREDO 4X4 | |
| ***Built Date*** | 08/27/2008 | ***Market*** | C | Canada | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Color*** | PW1 | STONE WHITE CLEAR COAT | | | | | |
| ***Engine*** | EXL | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DGU | 5-SPD AUTO W5J400 TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 10/12/2009 | ***Mileage*** | 0 | ***Event*** | 004 | 1st Warranty Visit | |
| ***Dealer*** | C3926 | NANAIMO CHRYSLER LTD. | | | | ***Dealer Zone*** | 25 |
| ***Dealer Address*** | 4170 WELLINGTON ROAD | | | ***Dealer Phone(s)*** | | 250 758-1191 | 250 758-7363 |
| ***City/State/ZIP*** | NANAIMO, BC, V9T2H3 | | | | | ***Dealer Fax*** | 250 758-8011 |

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

I have had nothing but problems. Brand new vehicle, and it has been in the shop probably a dozen times in the six months I've owned it. It's a brand new vehicle and it's been nothing but problems. Through Chrysler Canada I'm wondering when do they just look at this vehicle and say, 'This person should be given a new car.'

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 on a scale of 0 to 10.

Score: 00 (Detractor)

P99 : Unspecified Other Problems

They were good personally, but they weren't able to figure out what the problem is.

Q3 Please rate your satisfaction with your experience at NANAIMO CHRYSLER LTD. on a scale of 0 to 10.

Score: 98 (Don't know)

SURVEY COMPLETED 2009-10-13 19:31:57, CUSTOMER ID[redacted], RO[redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

## *Customer Complaint Report* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1J8HR48MX8C[redacted] | ***Model Year*** | 2008 | ***Body*** | WKJH74 | JEEP GRAND CHEROKEE LAREDO 4X4 | |
| ***Built Date*** | 06/11/2008 | ***Market*** | C | Canada | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Color*** | PS2 | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| ***Engine*** | EXL | 3.0L V6 TURBO DIESEL ENGINE | | | | | |
| ***Transmission*** | DGU | 5-SPD AUTO W5J400 TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 03/04/2011 | ***Mileage*** | 0 | ***Event*** | 006 | Year 3 Ownership | |
| ***Dealer*** | C4184 | AUTOMOBILES A. GOSSELIN INC. | | | | ***Dealer Zone*** | 22 |
| ***Dealer Address*** | 1279, RUE MARIE-VICTORIN | | | | | ***Dealer Phone(s)*** | 418 831-2050 |
| ***City/State/ZIP*** | QUEBEC CITY (ST-NICOLAS), QC, G7A4G3 | | | | | ***Dealer Fax*** | 418 831-6449 |

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at AUTOMOBILES A. GOSSELIN INC. on a scale of 0 to 10.
Score: 09 (Promoter)

Q8 Have you been back for service to AUTOMOBILES A. GOSSELIN INC. in the last X months?
YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?
04 - Probably Will only

Q11 Approximately how long until your household will acquire its next vehicle?
004 : 5-6 yrs

Q12 Will this next vehicle replace your [MODEL YEAR] [MODEL]?
002 : No, will replace other vehicle in household

Q13 What type of vehicle will you most likely acquire next?
002 : 4-door car or sedan

SURVEY COMPLETED 2011-03-09 07:29:18, CUSTOMER ID [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:21

## *Customer Complaint Report* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 2A4RR5DX1AR[redacted] | ***Model Year*** | 2010 | ***Body*** | RTYP53 | CHRYSLER TOWN & COUNTRY TOURING | |
| ***Built Date*** | 06/15/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PW1 | STONE WHITE CLEAR COAT | | | | | |
| ***Engine*** | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 09/01/2010 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C5250 | AURORA CHRYSLER | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 14535 YONGE STREET | | | ***Dealer Phone(s)*** | | 905 841-1233 | 905 841-2402 |
| ***City/State/ZIP*** | AURORA, ON, L4G6L1 | | | | | ***Dealer Fax*** | 905 841-4391 |

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at AURORA CHRYSLER on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
YES

Q14 Do you want Chrysler to contact you?
NO

SURVEY COMPLETED 2010-09-05 12:31:25, CUSTOMER ID [redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## Customer Complaint Report [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 2A4RR5DX1AR3[redacted] | **Model Year** | 2010 | **Body** | RTYP53 | CHRYSLER TOWN & COUNTRY TOURING | |
| **Built Date** | 06/15/2010 | **Market** | C | Canada | **Plant** | R | WINDSOR ASSEMBLY PLANT |
| **Color** | PW1 | STONE WHITE CLEAR COAT | | | | | |
| **Engine** | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| **Transmission** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Open Date** | 01/04/2013 | **Mileage** | 0 | **Event** | 006 | Year 3 Ownership | |
| **Dealer** | C5250 | AURORA CHRYSLER | | | | **Dealer Zone** | 21 |
| **Dealer Address** | 14535 YONGE STREET | | | **Dealer Phone(s)** | | 905 841-1233 | 905 841-2402 |
| **City/State/ZIP** | AURORA, ON, L4G6L1 | | | | | **Dealer Fax** | 905 841-4391 |

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 06 (Detractor)

011 : Poor service experience

007 : Negative experience / problems with CURRENT vehicle

already having problem with the transmission. Although it is still under warranty, it is taking at least 2 to 3 days to send in for repair, hence, I have to take the time off from work.

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.

Score: 06 (Detractor)

D41 : Brakes wearing unevenly/have to replace brakes too soon

T23 : Other Auto Trans

The brakes only last 2 years. already having problem with the transmission. Although it is still under warranty, it is taking at least 2 to 3 days to send in for repair, hence, I have to take the time off from work.

Q3 Please rate your satisfaction with your experience at AURORA CHRYSLER on a scale of 0 to 10.

Score: 07 (Neutral)

Q8 Have you been back for service to AURORA CHRYSLER in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

001 : Too many problems with current or past vehicle

006 : Other makes have outstanding/better reputations

007 : Unhappy with fuel efficiency of current vehicle

009 : Quality/Reliability

SURVEY COMPLETED 2013-01-05 22:23:34, CUSTOMER ID[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report*

[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 2A4RR5DX4AR[redacted] | ***Model Year*** | 2010 | ***Body*** | RTYP53 | CHRYSLER TOWN & COUNTRY TOURING | |
| ***Built Date*** | 09/10/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PDT | DARK TITANIUM MET. CLEAR COAT | | | | | |
| ***Engine*** | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 10/25/2010 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C8051 | SHERWOOD PARK D C J | | | | ***Dealer Zone*** | 25 |
| ***Dealer Address*** | 230 PROVINCIAL AVENUE | | | | | ***Dealer Phone(s)*** | 780 410-4100 |
| ***City/State/ZIP*** | EDMONTON (SHERWOOD PARK), AB, T8H0E1 | | | | | ***Dealer Fax*** | 780 410-4120 |

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at SHERWOOD PARK D C J on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-10-27 19:57:55, CUSTOMER ID:9[redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2A4RR5DX4A[redacted] | ***Model Year*** | 2010 | ***Body*** | RTYP53 | CHRYSLER TOWN & COUNTRY TOURING | |
| ***Built Date*** | 09/10/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PDT | DARK TITANIUM MET. CLEAR COAT | | | | | |
| ***Engine*** | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 01/19/2011 | ***Mileage*** | 0 | ***Event*** | 004 | 1st Warranty Visit | |
| ***Dealer*** | C8542 | WILLIAMS CHRYSLER LTD. | | | | ***Dealer Zone*** | 25 |
| ***Dealer Address*** | 324 GREGOIRE DRIVE | | | | | ***Dealer Phone(s)*** | 780 790-9000 |
| ***City/State/ZIP*** | FORT McMURRAY, AB, T9H3R2 | | | | | ***Dealer Fax*** | 780 790-9275 |

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at WILLIAMS CHRYSLER LTD. on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-01-19 21:17:53, CUSTOMER ID [redacted], RO [redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2A4RR5DX6AR[redacted] | ***Model Year*** | 2010 | ***Body*** | RTYP53 | CHRYSLER TOWN & COUNTRY TOURING | |
| ***Built Date*** | 03/10/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PDT | DARK TITANIUM MET. CLEAR COAT | | | | | |
| ***Engine*** | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 05/03/2010 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C5250 | AURORA CHRYSLER | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 14535 YONGE STREET | | | ***Dealer Phone(s)*** | | 905 841-1233 | 905 841-2402 |
| ***City/State/ZIP*** | AURORA, ON, L4G6L1 | | | | | ***Dealer Fax*** | 905 841-4391 |

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at AURORA CHRYSLER on a scale of 0 to 10.
Score: 10 (Promoter)

Q4 1. Other C/D/J dealership shopped in person or online. C5447 - DOWNSVIEW CHRYSLER PLYMOUTH (1964)
007 : Misc. customer treatment (Didn't pay attention to me/bad attitude/not courteous)

Q7 Would you be interested in leaving dealer a message?
NO

SURVEY COMPLETED 2010-05-07 17:26:59, CUSTOMER ID [redacted], CONTACT METHOD:PHONE, SPEAKING TO SOMEONE ELSE (QUALIFIED RESPONDENT)

## *Customer Complaint Report* [redacted] *1*

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2A4RR5DX8AR3[redacted] | ***Model Year*** | 2010 | ***Body*** | RTYP53 | CHRYSLER TOWN & COUNTRY TOURING | |
| ***Built Date*** | 07/01/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PUV | DK. CORDOVAN PEARL COAT | | | | | |
| ***Engine*** | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 08/31/2010 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C4658 | J.D. DODGE CHRYSLER | | | | ***Dealer Zone*** | 22 |
| ***Dealer Address*** | 5740, BOULEVARD STE-ANNE | | | ***Dealer Phone(s)*** | | 418 822-2424 | 418 822-0999 |
| ***City/State/ZIP*** | BOISCHATEL, QC, G0A1H0 | | | | | ***Dealer Fax*** | 418 822-2788 |

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at J.D. DODGE CHRYSLER on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-09-07 18:20:48, CUSTOMER ID [redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:21

## *Customer Complaint Report* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2A4RR5DX8AR[redacted] | ***Model Year*** | 2010 | ***Body*** | RTYP53 | CHRYSLER TOWN & COUNTRY TOURING | |
| ***Built Date*** | 07/01/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PUV | DK. CORDOVAN PEARL COAT | | | | | |
| ***Engine*** | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 06/06/2011 | ***Mileage*** | 0 | ***Event*** | 004 | 1st Warranty Visit | |
| ***Dealer*** | C4658 | J.D. DODGE CHRYSLER | | | | ***Dealer Zone*** | 22 |
| ***Dealer Address*** | 5740, BOULEVARD STE-ANNE | | | ***Dealer Phone(s)*** | | 418 822-2424 | 418 822-0999 |
| ***City/State/ZIP*** | BOISCHATEL, QC, G0A1H0 | | | | | ***Dealer Fax*** | 418 822-2788 |

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at J.D. DODGE CHRYSLER on a scale of 0 to 10.
Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-06-09 18:22:58, CUSTOMER ID:[redacted], RO[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report*

[redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2A4RR5DX8AR[redacted] | ***Model Year*** | 2010 | ***Body*** | RTYP53 | CHRYSLER TOWN & COUNTRY TOURING | |
| ***Built Date*** | 09/27/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PDT | DARK TITANIUM MET. CLEAR COAT | | | | | |
| ***Engine*** | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 12/15/2010 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C3541 | BRANTFORD CHRYSLER DODGE JEEP | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 180 LYNDEN ROAD | | | | | ***Dealer Phone(s)*** | 519 759-6000 |
| ***City/State/ZIP*** | BRANTFORD, ON, N3T5N9 | | | | | ***Dealer Fax*** | 519 759-0978 |

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at BRANTFORD CHRYSLER DODGE JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-12-15 17:23:26, CUSTOMER ID [redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2A4RR5DX8AR4[redacted] | ***Model Year*** | 2010 | ***Body*** | RTYP53 | CHRYSLER TOWN & COUNTRY TOURING | |
| ***Built Date*** | 09/27/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PDT | DARK TITANIUM MET. CLEAR COAT | | | | | |
| ***Engine*** | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 09/23/2011 | ***Mileage*** | 0 | ***Event*** | 004 | 1st Warranty Visit | |
| ***Dealer*** | C3541 | BRANTFORD CHRYSLER DODGE JEEP | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 180 LYNDEN ROAD | | | | | ***Dealer Phone(s)*** | 519 759-6000 |
| ***City/State/ZIP*** | BRANTFORD, ON, N3T5N9 | | | | | ***Dealer Fax*** | 519 759-0978 |

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at BRANTFORD CHRYSLER DODGE JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-10-03 16:29:05, CUSTOMER ID:9[redacted], RO[redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DE0AR[redacted] | ***Model Year*** | 2010 | ***Body*** | RTKH53 | DODGE GRAND CARAVAN SE | |
| ***Built Date*** | 10/16/2009 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PBS | DEEP WATER BLUE PEARL COAT | | | | | |
| ***Engine*** | EGV | 3.3L V6 OHV ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 11/03/2009 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C5565 | KAWARTHA CHRYSLER JEEP DODGE | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 1175 LANSDOWNE STREET WEST | | | | | ***Dealer Phone(s)*** | 705 741-5766 |
| ***City/State/ZIP*** | PETERBOROUGH, ON, K9J7M2 | | | | | ***Dealer Fax*** | 705 740-2292 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at KAWARTHA CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

SURVEY COMPLETED 2009-11-06 16:42:27, CUSTOMER ID [redacted], CONTACT METHOD:PHONE, SPEAKING TO SOMEONE ELSE (QUALIFIED RESPONDENT)

## *Customer Complaint Report*

[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DE0AR[redacted] | ***Model Year*** | 2010 | ***Body*** | RTKH53 | DODGE GRAND CARAVAN SE | |
| ***Built Date*** | 10/16/2009 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PBS | DEEP WATER BLUE PEARL COAT | | | | | |
| ***Engine*** | EGV | 3.3L V6 OHV ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 02/12/2010 | ***Mileage*** | 0 | ***Event*** | 004 | 1st Warranty Visit | |
| ***Dealer*** | C5565 | KAWARTHA CHRYSLER JEEP DODGE | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 1175 LANSDOWNE STREET WEST | | | | | ***Dealer Phone(s)*** | 705 741-5766 |
| ***City/State/ZIP*** | PETERBOROUGH, ON, K9J7M2 | | | | | ***Dealer Fax*** | 705 740-2292 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 06 (Detractor)
996 : Other
Most of the people that I have around here drive Toyotas and they seem to like them pretty good.

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at KAWARTHA CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

SURVEY COMPLETED 2010-02-12 19:06:48, CUSTOMER ID:9[redacted], RO[redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

## *Customer Complaint Report*

[redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DE0AR[redacted] | ***Model Year*** | 2010 | ***Body*** | RTKH53 | DODGE GRAND CARAVAN SE | |
| ***Built Date*** | 10/16/2009 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PBS | DEEP WATER BLUE PEARL COAT | | | | | |
| ***Engine*** | EGV | 3.3L V6 OHV ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 03/05/2012 | ***Mileage*** | 0 | ***Event*** | 006 | Year 3 Ownership | |
| ***Dealer*** | C5565 | KAWARTHA CHRYSLER JEEP DODGE | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 1175 LANSDOWNE STREET WEST | | | | | ***Dealer Phone(s)*** | 705 741-5766 |
| ***City/State/ZIP*** | PETERBOROUGH, ON, K9J7M2 | | | | | ***Dealer Fax*** | 705 740-2292 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 01 (Detractor)
007 : Negative experience / problems with CURRENT vehicle
The Transmission does not work right. It clunks into I think 3rd. gear and apparently you know about the problem and you do not have a fix for it.

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 03 (Detractor)
E32 : Mileage/gas mileage/miles per gallon (MPG)/fuel efficiency/excessive fuel consumption
T23 : Other Auto Trans
Transmission problem and the gas mileage got worse when the problem started.

Q3 Please rate your satisfaction with your experience at KAWARTHA CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 07 (Neutral)

Q8 Have you been back for service to KAWARTHA CHRYSLER JEEP DODGE in the last X months?
YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?
02 - Probably Will Not
001 : Too many problems with current or past vehicle
007 : Unhappy with fuel efficiency of current vehicle

Q11 Approximately how long until your household will acquire its next vehicle?
003 : 3-4 yrs

SURVEY COMPLETED 2012-03-11 14:53:21, CUSTOMER ID[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report*

[redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DE1AR[redacted] | ***Model Year*** | 2010 | ***Body*** | RTKH53 | DODGE GRAND CARAVAN SE | |
| ***Built Date*** | 09/16/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PDT | DARK TITANIUM MET. CLEAR COAT | | | | | |
| ***Engine*** | EGV | 3.3L V6 OHV ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 10/01/2010 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C4691 | PIE IX DODGE CHRYSLER 2000 INC | | | | ***Dealer Zone*** | 22 |
| ***Dealer Address*** | 9350, BOULEVARD PIE IX | | | ***Dealer Phone(s)*** | | 514 327-9000 | 514 327-9766 |
| ***City/State/ZIP*** | MONTREAL, QC, H1Z4E9 | | | | | ***Dealer Fax*** | 514 327-8645 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at PIE IX DODGE CHRYSLER 2000 INC on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-10-01 18:56:13, CUSTOMER ID[redacted]1, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:21

## *Customer Complaint Report*

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DE1A[redacted] | ***Model Year*** | 2010 | ***Body*** | RTKH53 | DODGE GRAND CARAVAN SE | |
| ***Built Date*** | 09/16/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PDT | DARK TITANIUM MET. CLEAR COAT | | | | | |
| ***Engine*** | EGV | 3.3L V6 OHV ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 08/04/2011 | ***Mileage*** | 0 | ***Event*** | 003 | 1st Service customer pay | |
| ***Dealer*** | C4691 | PIE IX DODGE CHRYSLER 2000 INC | | | | ***Dealer Zone*** | 22 |
| ***Dealer Address*** | 9350, BOULEVARD PIE IX | | | ***Dealer Phone(s)*** | | 514 327-9000 | 514 327-9766 |
| ***City/State/ZIP*** | MONTREAL, QC, H1Z4E9 | | | | | ***Dealer Fax*** | 514 327-8645 |

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 03 (Detractor)

012 : Negative/rude treatment by dealer's service employees

992 : Safety/Legal

007 : Negative experience / problems with CURRENT vehicle

For now, there are things that are bringing me to be very dissatisfied of my vehicle and the service is very poor. I have a Montana, a GM and the service is excellent compared to Chrysler at the moment. All what was under warranty, all the noises that were on the vehicle, I never had to fight with anyone, no one ever laughed at me. I was never told that this was normal that all cars make the same noises. I am sorry, I have a brand new car and there are noises on it that are not normal. I am expecting that my after-sale service to be of a higher quality and that no one laughs at me because they do not want to pay for the fees, because they do not want to solve the problem. In my mind, this is not a good service. Then, I do not see why I would buy another Chrysler vehicle.

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.

Score: 03 (Detractor)

D41 : Brakes wearing unevenly/have to replace brakes too soon

A44 : Other Rear Seat DVD Player problems

The problem I had was a brake problem and I was told it was normal. I do not understand that at 30 000km my brakes are finished and this is normal. So that means that every 30 000km, I'll have to change my brakes because there is a problem with the rear wheels or traction system that makes the brakes wear out faster. I think this is not normal. Furthermore, I had the exhaust which was losing a little. I had other noises. My husband is a mechanic. There was another noise that tired him before, but it was always normal. I have a CD player that does not work. I bought a $ 30 DVD at Walt Mart, it worked with all the CDs. I have a DVD system in a car that costs I do not know how much, and it is not even able to run the CD. I think this is not normal. A DVD is 90% to play children's films, I have one that does not work with DVDs for children.

Q3 Please rate your satisfaction with your experience at PIE IX DODGE CHRYSLER 2000 INC on a scale of 0 to 10.

Score: 00 (Detractor)

017 : Quality of service work performed

I can just tell you that my seller was excellent. It's the only positive thing I can say. This gentleman is a gentleman super friendly, he's really someone who is in his place and that is good. If it was not for him, I would not have purchased the vehicle. Thanks to him I kept my cool because I spoke to him and he managed to get things done. Because all aspects of maintenance, they are zero for the service is really not good, sorry.

Q14 Do you want Chrysler to contact you?

001 : Legal

Question Not Asked

SURVEY COMPLETED 2011-08-06 12:06:26, CUSTOMER ID[redacted], RO[redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:21

## *Customer Complaint Report* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DE3AR[redacted] | ***Model Year*** | 2010 | ***Body*** | RTKH53 | DODGE GRAND CARAVAN SE | |
| ***Built Date*** | 02/01/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PS2 | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| ***Engine*** | EGV | 3.3L V6 OHV ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 03/02/2010 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C4574 | LEVIS CHRYSLER DODGE JEEP INC. | | | | ***Dealer Zone*** | 22 |
| ***Dealer Address*** | 164 PRESIDENT KENNEDY | | | | | ***Dealer Phone(s)*** | 418 838-6969 |
| ***City/State/ZIP*** | LEVIS, QC, G6V6E1 | | | | | ***Dealer Fax*** | 418 838-6909 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at LEVIS CHRYSLER DODGE JEEP INC. on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

SURVEY COMPLETED 2010-03-03 18:55:01, CUSTOMER ID:9[redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

## *Customer Complaint Report* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DE3AR2[redacted] | ***Model Year*** | 2010 | ***Body*** | RTKH53 | | DODGE GRAND CARAVAN SE |
| ***Built Date*** | 02/01/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PS2 | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| ***Engine*** | EGV | 3.3L V6 OHV ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 07/16/2010 | ***Mileage*** | 0 | ***Event*** | 003 | 1st Service customer pay | |
| ***Dealer*** | C4637 | BEAUPRE CAPITALE CHRYSLER INC. | | | | ***Dealer Zone*** | 22 |
| ***Dealer Address*** | 225, RUE MARAIS | | | | | ***Dealer Phone(s)*** | 418 687-2604 |
| ***City/State/ZIP*** | QUEBEC CITY, QC, G1M3C8 | | | | | ***Dealer Fax*** | 418 681-6936 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at BEAUPRE CAPITALE CHRYSLER INC. on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-07-17 14:57:33, CUSTOMER ID[redacted] RO[redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:21

## *Customer Complaint Report* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DE3AR[redacted] | ***Model Year*** | 2010 | ***Body*** | RTKH53 | DODGE GRAND CARAVAN SE | |
| ***Built Date*** | 02/01/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PS2 | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| ***Engine*** | EGV | 3.3L V6 OHV ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 09/14/2010 | ***Mileage*** | 0 | ***Event*** | 004 | 1st Warranty Visit | |
| ***Dealer*** | C4095 | LA MAISON CHRYSLER CHARLESBOUR | | | | ***Dealer Zone*** | 22 |
| ***Dealer Address*** | 15070, BOULEVARD HENRI-BOURASS | | | | | ***Dealer Phone(s)*** | 418 622-4700 |
| ***City/State/ZIP*** | QUEBEC CITY, QC, G1G3Z4 | | | | | ***Dealer Fax*** | 418 622-8467 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at LA MAISON CHRYSLER CHARLESBOUR on a scale of 0 to 10.
Score: 02 (Detractor)
001 : Negative/rude treatment by staff
992 : Safety/Legal
996 : Other
It is not for this last service. I went there because we did not have the choice and it was the closest one. Honestly, I would not return there. I would go and will go to Capital Chrysler and not Charlesbourg. I had done all the research in 2003 and 2004. I had very bad service with the repairs. I had taken steps by letter on two or three occasions with the person responsible of the franchise that was there. I had not had a reply. I had to go see the manager that was there. It had been really mediocre as a reception. It was straight up making fun of me. It is really zero for the service and the people over there.

Q14 Do you want Chrysler to contact you?
001 : Legal
YES

SURVEY COMPLETED 2010-09-16 16:27:59, CUSTOMER ID[redacted], RO[redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:21

## *Customer Complaint Report* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DE4A[redacted] | ***Model Year*** | 2010 | ***Body*** | RTKH53 | DODGE GRAND CARAVAN SE | |
| ***Built Date*** | 03/03/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PBV | BLACKBERRY PEARL COAT | | | | | |
| ***Engine*** | EGV | 3.3L V6 OHV ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 10/22/2010 | ***Mileage*** | 0 | ***Event*** | 003 | 1st Service customer pay | |
| ***Dealer*** | C5734 | PINNACLE CHRYSLER JEEP DODGE I | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 2300 TECUMSEH ROAD EAST | | | | ***Dealer Phone(s)*** | 519 256-2303 | 519 254-1196 |
| ***City/State/ZIP*** | WINDSOR, ON, N8W1E5 | | | | | ***Dealer Fax*** | 519 256-5715 |

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.

Score: 05 (Detractor)

E95 : EVIC -inaccurate (mpg displayed does not equal mpg calculated)

E20 : Engine Runs, Then Dies/Stalls

Z13 : Any mention of dealership Service experience After SALE

I brought it in there, it stalled once while driving it, it's all clunking and they tell me there is nothing wrong with my truck. It drives like c***. I got buddies of mine and they say it's fine, I drive mine and it's got all kinds of weird things on it and it's fine, the computer says there is nothing wrong with it. Well how come it stalls in the middle of the road? I drive it down the road and it dies.

Q3 Please rate your satisfaction with your experience at PINNACLE CHRYSLER JEEP DODGE I on a scale of 0 to 10.

Score: 03 (Detractor)

023 : Vehicle not fixed first visit

992 : Safety/Legal

017 : Quality of service work performed

My wife is driving down the road in traffic and it dies. I don't drive very often, but three times while I am in low gear it bangs, like a really hard shift where you hear a banging noise between shifts and he tells me some excuse like oh that is the way the transmissions are, well I've never had a car that... I drive a 1980 Lincoln and it's smooth while I change gears. This one is a brand new vehicle. It's got a humming noise in it and they tell me there is nothing wrong with it. If it stalls one more time, I am parking in their lot and I am not going to get it until I get a new one. There is no way... My wife almost got into an accident when it died on the road. That is the worst part about it.

Q14 Do you want Chrysler to contact you?

001 : Legal

NO

SURVEY COMPLETED 2010-10-22 17:21:28, CUSTOMER ID:[redacted], RO:[redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DE4AR[redacted] | ***Model Year*** | 2010 | ***Body*** | RTKH53 | | DODGE GRAND CARAVAN SE |
| ***Built Date*** | 03/03/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PBV | BLACKBERRY PEARL COAT | | | | | |
| ***Engine*** | EGV | 3.3L V6 OHV ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 11/29/2010 | ***Mileage*** | 0 | ***Event*** | 004 | 1st Warranty Visit | |
| ***Dealer*** | C5620 | COUNTRYSIDE CHRYSLER DODGE LIM | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 458 TALBOT ROAD NORTH | | | ***Dealer Phone(s)*** | | 519 776-5287 | 519 776-5211 |
| ***City/State/ZIP*** | ESSEX, ON, N8M2W6 | | | | | ***Dealer Fax*** | 519 776-4040 |

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 05 (Detractor)

007 : Negative experience / problems with CURRENT vehicle

Just in my opinion I use to make these things. I worked there for 32 years making minivans, and mine has got nothing but problems and they keep telling me there's nothing wrong with it. The transmission is clunking and it's not running right and this ain't working. The computer says there's nothing wrong with it, but it doesn't run. It clunks, and it doesn't drive smoothly, well that's this and that's this, that's that. They say they can't find anything wrong with, so according to them there's nothing wrong with it. They're bringing it back in again see if they can find something wrong with it because it's still clunking.

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.

Score: 06 (Detractor)

T23 : Other Auto Trans

D47 : Abnormal Noises while driving

The shifter fell off, and now I got to get a new spring for that. I've had one thing after another wrong with it. I brought it into one dealer and they said there's nothing wrong with it. I brought it to another dealer and he says, 'Oh yeah we've had problems with this, and we'll look at it.' And as I'm in the dealership I'm talking to the guy and the lady is going yeah mines does that too, and the guy goes, 'Oh okay.' Both of us at the same time in there that was weird because at the same time she's having the same problems I'm having. It doesn't run right, and nobody seems to know what to do with it, and it's a brand new van. You spend all that money in a brand new van. I've got a 1980, I drive a 1980 Lincoln Mark XI and it runs smoother than that thing does. Runs better, drives better, and it's 30 years old. Now I'm not real impressed with the minivan. I always thought I would be, but now that I own it not impressed. If it ran right and everybody just didn't give me the run around saying there's nothing wrong with it, because what's going to happen is soon as the warranty wears out all of a sudden we found something wrong with your car, and I don't want to be hearing that either because that's why I've been in there three times already and they still can't find anything wrong with it. They keep telling me because of the computers not saying nothing. I don't care what the computer is saying, it's still going clunk, clunk. The guy is trying to hand me some bull story, oh that's the electronic transmission and in between shifts, and I say no other car ever does that to me in my life. I don't care if it's electronic or what it's not suppose to run like that, but they don't seem to want to take it apart to look at it. They just want to put it on the computer, nothing wrong, nothing wrong with your car, so it's all in your head, it's not.

Q3 Please rate your satisfaction with your experience at COUNTRYSIDE CHRYSLER DODGE LIM on a scale of 0 to 10.

Score: 08 (Neutral)

Q14 Do you want Chrysler to contact you?

003 : Non-Legal/Non-Dealer

NO

SURVEY COMPLETED 2010-12-04 14:44:05, CUSTOMER ID[redacted], RO[redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report* [redacted] *1*

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DE6AR1[redacted] | ***Model Year*** | 2010 | ***Body*** | TKH53 | DODGE GRAND CARAVAN SE | |
| ***Built Date*** | 08/14/2009 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PRH | INFERNO RED CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EGV | 3.3L V6 OHV ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 12/01/2009 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C5708 | BRAMPTON CHRYSLER DODGE | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 190 CANAM CRESCENT | | | | | ***Dealer Phone(s)*** | 905 459-1810 |
| ***City/State/ZIP*** | TORONTO (BRAMPTON), ON, L7A1A9 | | | | | ***Dealer Fax*** | 905 459-2516 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 98 (Don't know)

Q3 Please rate your satisfaction with your experience at BRAMPTON CHRYSLER DODGE on a scale of 0 to 10.
Score: 09 (Promoter)

SURVEY COMPLETED 2009-12-01 16:23:50, CUSTOMER ID[redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

## *Customer Complaint Report* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DE6AR1[redacted] | ***Model Year*** | 2010 | ***Body*** | RTKH53 | | DODGE GRAND CARAVAN SE |
| ***Built Date*** | 08/14/2009 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PRH | INFERNO RED CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EGV | 3.3L V6 OHV ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 03/03/2010 | ***Mileage*** | 0 | ***Event*** | 004 | 1st Warranty Visit | |
| ***Dealer*** | C5708 | BRAMPTON CHRYSLER DODGE | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 190 CANAM CRESCENT | | | | | ***Dealer Phone(s)*** | 905 459-1810 |
| ***City/State/ZIP*** | TORONTO (BRAMPTON), ON, L7A1A9 | | | | | ***Dealer Fax*** | 905 459-2516 |

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 06 (Detractor)

004 : Poor MPG / fuel economy / gas mileage

007 : Negative experience / problems with CURRENT vehicle

010 : Negative/rude treatment by dealer's sales/financing employees

It's burning too much gas. Unfortunately, when I purchased it they didn't give me the van that I wanted. They give me the one from the showroom. I asked them not to give me that one. There was damages on the vehicle.

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.

Score: 06 (Detractor)

P13 : Condition of vehicle at delivery

It's burning too much gas. Unfortunately, when I purchased it they didn't give me the van that I wanted. They give me the one from the showroom. I asked them not to give me that one. There was damages on the vehicle.

Q3 Please rate your satisfaction with your experience at BRAMPTON CHRYSLER DODGE on a scale of 0 to 10.

Score: 08 (Neutral)

SURVEY COMPLETED 2010-03-03 16:22:28, CUSTOMER ID[redacted], RO[redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

## *Customer Complaint Report*

[redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DG8BR[redacted] | ***Model Year*** | 2011 | ***Body*** | RTKH53 | DODGE GRAND CARAVAN EXPRESS WAGON | |
| ***Built Date*** | 03/22/2011 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PAV | DK. CHARCOAL PEARL COAT | | | | | |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 06/01/2011 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C5145 | PARKWAY PLYMOUTH CHRYSLER LTD. | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 2260 BATTLEFORD ROAD | | | | | ***Dealer Phone(s)*** | 905 567-1700 |
| ***City/State/ZIP*** | TORONTO (MISSISSAUGA), ON, L5N3K6 | | | | | ***Dealer Fax*** | 905 567-7411 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN EXPRESS WAGON on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at PARKWAY PLYMOUTH CHRYSLER LTD. on a scale of 0 to 10.
Score: 08 (Neutral)

Q4 1. Other C/D/J dealership shopped in person or online. C5728 - ERIN DODGE CHRYSLER LTD.
001 : Price too high
006 : Didn't follow up with me
997 : Other

Q4 2. Other C/D/J dealership shopped in person or online. C5261 - TEAM CHRYSLER JEEP DODGE INC.
001 : Price too high
006 : Didn't follow up with me
997 : Other

Q4 3. Other C/D/J dealership shopped in person or online. C5145 - PARKWAY CHRYSLER LTD.
001 : Price too high
006 : Didn't follow up with me
997 : Other

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-06-08 18:53:49, CUSTOMER ID[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DX0AR[redacted] | ***Model Year*** | 2010 | ***Body*** | RTKH53 | DODGE GRAND CARAVAN SE | |
| ***Built Date*** | 09/10/2009 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 12/01/2009 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C8551 | COCHRANE DODGE | | | | ***Dealer Zone*** | 25 |
| ***Dealer Address*** | 544 RAILWAY STREET | | | ***Dealer Phone(s)*** | | 403 932-4072 | 403 932-5181 |
| ***City/State/ZIP*** | COCHRANE, AB, T4C2C5 | | | | | ***Dealer Fax*** | 403 932-3606 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at COCHRANE DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

SURVEY COMPLETED 2009-12-03 12:26:27, CUSTOMER ID:9[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

## *Customer Complaint Report* [redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DX1AR[redacted] | ***Model Year*** | 2010 | ***Body*** | RTKH53 | | DODGE GRAND CARAVAN SE |
| ***Built Date*** | 10/04/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PDT | DARK TITANIUM MET. CLEAR COAT | | | | | |
| ***Engine*** | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 11/02/2010 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C4748 | BOULEVARD DODGE CHRYSLER JEEP | | | | ***Dealer Zone*** | 22 |
| ***Dealer Address*** | 2955, COTE DE LIESSE | | | ***Dealer Phone(s)*** | | 514 748-2955 | 514 747-5252 |
| ***City/State/ZIP*** | MONTREAL, QC, H4N2N3 | | | | | ***Dealer Fax*** | 514 748-1125 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at BOULEVARD DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 08 (Neutral)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-11-03 16:37:34, CUSTOMER ID [redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:21

## *Customer Complaint Report*

[redacted]

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|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DX2AR[redacted] | ***Model Year*** | 2010 | ***Body*** | RTKH53 | DODGE GRAND CARAVAN SE | |
| ***Built Date*** | 10/22/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PS2 | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| ***Engine*** | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 11/15/2010 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C5005 | ONTARIO CHRYSLER JEEP DODGE IN | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 5280 DIXIE ROAD | | | | | ***Dealer Phone(s)*** | 905 625-8801 |
| ***City/State/ZIP*** | TORONTO (MISSISSAUGA), ON, L4W2A7 | | | | | ***Dealer Fax*** | 905 625-9354 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at ONTARIO CHRYSLER JEEP DODGE IN on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-11-16 19:24:00, CUSTOMER ID[redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report* [redacted] *3*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DX3AR2[redacted] | ***Model Year*** | 2010 | ***Body*** | TKH53 | DODGE GRAND CARAVAN SE | |
| ***Built Date*** | 02/04/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PRH | INFERNO RED CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

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|---|---|---|---|---|---|---|---|
| ***Open Date*** | 03/11/2011 | ***Mileage*** | 0 | ***Event*** | 003 | 1st Service customer pay | |
| ***Dealer*** | C5010 | SIMCOE COUNTY CHRYSLER | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 95 COMMERCE ROAD | | | ***Dealer Phone(s)*** | | 705 325-2222 | 705 326-6488 |
| ***City/State/ZIP*** | ORILLIA, ON, L3V6J3 | | | | | ***Dealer Fax*** | 705 326-0304 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 06 (Detractor)
992 : Safety/Legal
007 : Negative experience / problems with CURRENT vehicle
It's virtually been a lemon since we purchased it. It's been awful.

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at SIMCOE COUNTY CHRYSLER on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
001 : Legal
Question Not Asked

SURVEY COMPLETED 2011-03-13 12:06:52, CUSTOMER ID [redacted], RO [redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report*

[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DX3AR4[redacted] | ***Model Year*** | 2010 | ***Body*** | RTKH53 | DODGE GRAND CARAVAN SE | |
| ***Built Date*** | 09/07/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PS2 | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| ***Engine*** | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 11/02/2010 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C5731 | BOB BANNERMAN CHRYSLER DODGE J | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 888 DON MILLS ROAD | | | ***Dealer Phone(s)*** | | 416 444-0888 | 416 444-1553 |
| ***City/State/ZIP*** | TORONTO (NORTH YORK), ON, M3C1V6 | | | | | ***Dealer Fax*** | 416 444-2599 |

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 05 (Detractor)

007 : Negative experience / problems with CURRENT vehicle

Right now I've had it for about two weeks and now there's already two things that are not working on it. So, I've got to take it back to get it fixed. Those are the reasons right now that I told you already. It would take too long right now. My charge would be too much on my cell phone. I had a bad experience there.

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.

Score: 06 (Detractor)

P17 : Numerous non-specific problems / already have problems

Right now I've had it for about two weeks and now there's already two things that are not working on it. So, I've got to take it back to get it fixed. Those are the reasons right now that I told you already.

Q3 Please rate your satisfaction with your experience at BOB BANNERMAN CHRYSLER DODGE J on a scale of 0 to 10.

Score: 01 (Detractor)

996 : Other

It would take too long right now. My charge would be too much on my cell phone. I had a bad experience there.

Q14 Do you want Chrysler to contact you?

003 : Non-Legal/Non-Dealer

YES

SURVEY COMPLETED 2010-11-15 16:13:59, CUSTOMER ID[redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report*

[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D4RN4DX3AR[redacted] | ***Model Year*** | 2010 | ***Body*** | RTKH53 | DODGE GRAND CARAVAN SE | |
| ***Built Date*** | 09/07/2010 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PS2 | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| ***Engine*** | EGQ | 4.0L V6 SOHC ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 12/17/2010 | ***Mileage*** | 0 | ***Event*** | 004 | 1st Warranty Visit | |
| ***Dealer*** | C5731 | BOB BANNERMAN CHRYSLER DODGE J | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 888 DON MILLS ROAD | | | ***Dealer Phone(s)*** | | 416 444-0888 | 416 444-1553 |
| ***City/State/ZIP*** | TORONTO (NORTH YORK), ON, M3C1V6 | | | | | ***Dealer Fax*** | 416 444-2599 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE on a scale of 0 to 10.
Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at BOB BANNERMAN CHRYSLER DODGE J on a scale of 0 to 10.
Score: 08 (Neutral)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-12-17 17:14:44, CUSTOMER ID[redacted] RO:0[redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D8HN44E29R[redacted] | ***Model Year*** | 2009 | ***Body*** | RTKH53 | DODGE GRAND CARAVAN SE WAGON | |
| ***Built Date*** | 11/26/2008 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PS2 | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| ***Engine*** | EGV | 3.3L V6 OHV ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP 41TE TRANS | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 01/05/2010 | ***Mileage*** | 0 | ***Event*** | 003 | 1st Service customer pay | |
| ***Dealer*** | C5402 | PATTERSON MOTORS (WALLACEBURG) | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 51 McNAUGHTON | | | | | ***Dealer Phone(s)*** | 519 627-3386 |
| ***City/State/ZIP*** | WALLACEBURG, ON, N8A1R7 | | | | | ***Dealer Fax*** | 519 627-3183 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE WAGON on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at PATTERSON MOTORS (WALLACEBURG) on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

SURVEY COMPLETED 2010-01-05 16:47:09, CUSTOMER ID [redacted] RO [redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

## *Customer Complaint Report*

[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 2D8HN44E29R[redacted] | ***Model Year*** | 2009 | ***Body*** | RTKH53 | DODGE GRAND CARAVAN SE WAGON | |
| ***Built Date*** | 11/26/2008 | ***Market*** | C | Canada | ***Plant*** | R | WINDSOR ASSEMBLY PLANT |
| ***Color*** | PS2 | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| ***Engine*** | EGV | 3.3L V6 OHV ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP 41TE TRANS | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 05/04/2010 | ***Mileage*** | 0 | ***Event*** | 004 | 1st Warranty Visit | |
| ***Dealer*** | C5402 | PATTERSON MOTORS (WALLACEBURG) | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 51 McNAUGHTON | | | | | ***Dealer Phone(s)*** | 519 627-3386 |
| ***City/State/ZIP*** | WALLACEBURG, ON, N8A1R7 | | | | | ***Dealer Fax*** | 519 627-3183 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SE WAGON on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at PATTERSON MOTORS (WALLACEBURG) on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

SURVEY COMPLETED 2010-05-04 16:13:44, CUSTOMER ID[redacted], RO[redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

## *Customer Complaint Report*

[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 3D4GG47BX9T2[redacted] | ***Model Year*** | 2009 | ***Body*** | CDH49 | DODGE JOURNEY SE HATCHBACK | |
| ***Built Date*** | 07/01/2008 | ***Market*** | C | Canada | ***Plant*** | T | TOLUCA ASSEMBLY PLANT |
| ***Color*** | PKG | LIGHT SANDSTONE MET. CLEAR COAT | | | | | |
| ***Engine*** | ED3 | 2.4L 4 CYL DOHC 16V DUAL VVT ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP 41TE TRANS | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 12/04/2012 | ***Mileage*** | 0 | ***Event*** | 007 | Year 5 Ownership | |
| ***Dealer*** | C5212 | CHATHAM CHRYSLER JEEP DODGE IN | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 351 RICHMOND STREET | | | | | ***Dealer Phone(s)*** | 519 352-4937 |
| ***City/State/ZIP*** | CHATHAM, ON, N7M1P5 | | | | | ***Dealer Fax*** | 519 352-0902 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 06 (Detractor)
003 : Concerns about reliability / dependability
007 : Negative experience / problems with CURRENT vehicle
had to replace both front and rear brakes in less than 2 years of ownership

Q2 Please rate your satisfaction with your JOURNEY SE HATCHBACK on a scale of 0 to 10.
Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at CHATHAM CHRYSLER JEEP DODGE IN on a scale of 0 to 10.
Score: 08 (Neutral)

Q8 Have you been back for service to CHATHAM CHRYSLER JEEP DODGE IN in the last X months?
YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?
04 - Probably Will only

Q11 Approximately how long until your household will acquire its next vehicle?
003 : 3-4 yrs

Q12 Will this next vehicle replace your [MODEL YEAR] [MODEL]?
002 : No, will replace other vehicle in household

Q13 What type of vehicle will you most likely acquire next?
007 : Minivan

SURVEY COMPLETED 2012-12-14 09:20:47, CUSTOMER ID[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 3D4PG4FB6AT1[redacted] | ***Model Year*** | 2010 | ***Body*** | JCDH49 | DODGE JOURNEY SE (LHD/FWD) | |
| ***Built Date*** | 09/19/2009 | ***Market*** | C | Canada | ***Plant*** | T | TOLUCA ASSEMBLY PLANT |
| ***Color*** | PWL | WHITE GOLD CLEAR COAT | | | | | |
| ***Engine*** | ED3 | 2.4L I4 DOHC 16V DUAL VVT ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 11/01/2010 | ***Mileage*** | 0 | ***Event*** | 003 | 1st Service customer pay | |
| ***Dealer*** | C4144 | DEUX RIVES PLYMOUTH CHRYSLER I | | | | ***Dealer Zone*** | 22 |
| ***Dealer Address*** | 1810 BOULEVARD FISET | | | | | ***Dealer Phone(s)*** | 450 742-0468 |
| ***City/State/ZIP*** | SOREL-TRACY, QC, J3P5K4 | | | | | ***Dealer Fax*** | 450 742-6204 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your JOURNEY SE (LHD/FWD) on a scale of 0 to 10.
Score: 05 (Detractor)
P11 : Missing items/options
X67 : Ride Height Concern
I am satisfied with the body but the running boards are too high. It did not have any running boards. I had a jobber one isntalled but it sticks at the bottom and it is too low. When the company did that, it made it without the running board and it is too high. My step-brother purchased one and he found it too high for him as well.

Q3 Please rate your satisfaction with your experience at DEUX RIVES PLYMOUTH CHRYSLER I on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
003 : Non-Legal/Non-Dealer
YES

SURVEY COMPLETED 2010-11-01 18:04:03, CUSTOMER ID[redacted], RO:0[redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:21

## *Customer Complaint Report* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 3D4PG4FB6AT[redacted] | ***Model Year*** | 2010 | ***Body*** | JCDH49 | DODGE JOURNEY SE (LHD/FWD) | |
| ***Built Date*** | 09/19/2009 | ***Market*** | C | Canada | ***Plant*** | T | TOLUCA ASSEMBLY PLANT |
| ***Color*** | PWL | WHITE GOLD CLEAR COAT | | | | | |
| ***Engine*** | ED3 | 2.4L I4 DOHC 16V DUAL VVT ENGINE | | | | | |
| ***Transmission*** | DFF | 4-SPEED AUTOMATIC VLP TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 04/15/2010 | ***Mileage*** | 0 | ***Event*** | 004 | 1st Warranty Visit | |
| ***Dealer*** | C4144 | DEUX RIVES PLYMOUTH CHRYSLER I | | | | ***Dealer Zone*** | 22 |
| ***Dealer Address*** | 1810 BOULEVARD FISET | | | | | ***Dealer Phone(s)*** | 450 742-0468 |
| ***City/State/ZIP*** | SOREL-TRACY, QC, J3P5K4 | | | | | ***Dealer Fax*** | 450 742-6204 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your JOURNEY SE (LHD/FWD) on a scale of 0 to 10.
Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at DEUX RIVES PLYMOUTH CHRYSLER I on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
YES

SURVEY COMPLETED 2010-04-15 18:54:30, CUSTOMER ID [redacted]5, RO [redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

## *Customer Complaint Report*

[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 3D4PG5FV1AT1[redacted] | ***Model Year*** | 2010 | ***Body*** | JCDP49 | DODGE JOURNEY SXT (LHD/FWD) | |
| ***Built Date*** | 02/16/2010 | ***Market*** | C | Canada | ***Plant*** | T | TOLUCA ASSEMBLY PLANT |
| ***Color*** | PA4 | SILVER STEEL METALLIC CLEAR COAT | | | | | |
| ***Engine*** | EGF | 3.5L V6 HIGH OUTPUT 24V MPI ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 03/19/2010 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C5183 | PROVINCIAL CHRYSLER LTD. | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 1001 PROVINCIAL ROAD | | | | | ***Dealer Phone(s)*** | 519 250-5500 |
| ***City/State/ZIP*** | WINDSOR, ON, N8W5V9 | | | | | ***Dealer Fax*** | 519 250-5527 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your JOURNEY SXT (LHD/FWD) on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at PROVINCIAL CHRYSLER LTD. on a scale of 0 to 10.
Score: 07 (Neutral)

Q4 1. Other C/D/J dealership shopped in person or online. C5734 - PINNACLE CHRYSLER JEEP DODGE INC.
007 : Misc. customer treatment (Didn't pay attention to me/bad attitude/not courteous)

Q7 Would you be interested in leaving dealer a message?
NO

SURVEY COMPLETED 2010-03-20 15:03:34, CUSTOMER ID[redacted] CONTACT METHOD:PHONE, SPEAKING TO SOMEONE ELSE (QUALIFIED RESPONDENT)

## *Customer Complaint Report* [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 3D4PG5FV2AT[redacted] | ***Model Year*** | 2010 | ***Body*** | JCDP49 | DODGE JOURNEY SXT (LHD/FWD) | |
| ***Built Date*** | 10/09/2009 | ***Market*** | C | Canada | ***Plant*** | T | TOLUCA ASSEMBLY PLANT |
| ***Color*** | PWL | WHITE GOLD CLEAR COAT | | | | | |
| ***Engine*** | EGF | 3.5L V6 HIGH OUTPUT 24V MPI ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 12/24/2009 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C7078 | RIVERSIDE DODGE CHRYSLER JEEP | | | | ***Dealer Zone*** | 25 |
| ***Dealer Address*** | 160-38TH STREET EAST | | | | | ***Dealer Phone(s)*** | 306 764-4217 |
| ***City/State/ZIP*** | PRINCE ALBERT, SK, S6W1A6 | | | | | ***Dealer Fax*** | 306 764-4141 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your JOURNEY SXT (LHD/FWD) on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at RIVERSIDE DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 09 (Promoter)

SURVEY COMPLETED 2009-12-26 06:59:56, CUSTOMER ID:9[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

## *Customer Complaint Report* [redacted] 6

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 3D4PG5FV2AT1[redacted] | ***Model Year*** | 2010 | ***Body*** | JCDP49 | DODGE JOURNEY SXT (LHD/FWD) | |
| ***Built Date*** | 10/09/2009 | ***Market*** | C | Canada | ***Plant*** | T | TOLUCA ASSEMBLY PLANT |
| ***Color*** | PWL | WHITE GOLD CLEAR COAT | | | | | |
| ***Engine*** | EGF | 3.5L V6 HIGH OUTPUT 24V MPI ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 05/04/2012 | ***Mileage*** | 0 | ***Event*** | 006 | Year 3 Ownership | |
| ***Dealer*** | C7078 | RIVERSIDE DODGE CHRYSLER JEEP | | | | ***Dealer Zone*** | 25 |
| ***Dealer Address*** | 160-38TH STREET EAST | | | | | ***Dealer Phone(s)*** | 306 764-4217 |
| ***City/State/ZIP*** | PRINCE ALBERT, SK, S6W1A6 | | | | | ***Dealer Fax*** | 306 764-4141 |

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 03 (Detractor)

007 : Negative experience / problems with CURRENT vehicle

I had repeated problems with my brand new Journey from day 23 of ownership. This vehicle stranded myself and two kids 20 miles out of town in -40 weather in the country. I ended up having the problem fixed Five times before my mechanic finally used other parts to fix it so my new reliable vehicle would not break down on me again. It has since been in on another warranty issue not related to the first. Had it been repaired the first time I would be a satisfied customer, had it been repaired the second time, I would have been satisfied, however after three, four and five... Well, not so happy. I am shopping around for a new vehicle, not sure what make because I do not trust this one which is sad because I have never been in a more comfortable riding machine.

Q2 Please rate your satisfaction with your JOURNEY SXT (LHD/FWD) on a scale of 0 to 10.

Score: 04 (Detractor)

P17 : Numerous non-specific problems / already have problems

If I had NOT had issues with the power steering, electrical, ignition and key modules then I would be your best advertiser as it is a perfect size vehicle for a professional that has children and owns her own business. I have used it to deliver products, get my stock, and drive kids around.

Q3 Please rate your satisfaction with your experience at RIVERSIDE DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 05 (Detractor)

023 : Vehicle not fixed first visit

001 : Negative/rude treatment by staff

1. Salesman, Kevin Moulds has been good, asks me how my vehicle has been 2. Doug, office/money man was good and professional 3. Mechanic whom I never met that "fixed my warranties" I am NOT pleased with. He did what Chrysler told him to do, whom in my opinion just read a book on what to do even if that meant doing it FOUR times in a row with the same damn results. (I took it to a different dealership who finally fixed it - paid for the damn towing there too btw) 4. Rory, service manager tried to help but his hands were tied as to what they were supposedly allowed to do. He was kind and professional but my results were not good. 5. Murray Wall whom I dealt with a few times, nice guy outside of work...it doesn't matter how well you think you know someone under NO circumstances should a very overweight man tell a slightly overweight woman that maybe reason the power steering is failing is because we "pull" on the steering wheel to get into the car before starting it. That was very insulting and I left without saying another word as he is also one of my customers and I didn't want to hurt my business. Had I not had any mechanical issues, this would have been a 10 answer

Q8 Have you been back for service to RIVERSIDE DODGE CHRYSLER JEEP in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

001 : Too many problems with current or past vehicle

003 : Unhappy with service or past dealings with current dealer

006 : Other makes have outstanding/better reputations

009 : Quality/Reliability

010 : Dependability

SURVEY COMPLETED 2012-05-04 23:03:12, CUSTOMER ID[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report*

[redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 3D4PG5FV2AT[redacted] | ***Model Year*** | 2010 | ***Body*** | JCDP49 | DODGE JOURNEY SXT (LHD/FWD) | |
| ***Built Date*** | 08/26/2010 | ***Market*** | C | Canada | ***Plant*** | T | TOLUCA ASSEMBLY PLANT |
| ***Color*** | PS2 | BRIGHT SILVER METALLIC CLEAR COAT | | | | | |
| ***Engine*** | EGF | 3.5L V6 HIGH OUTPUT 24V MPI ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 03/31/2011 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C5182 | BAY KING MOTORS | | | | ***Dealer Zone*** | 21 |
| ***Dealer Address*** | 1655 UPPER JAMES STREET | | | ***Dealer Phone(s)*** | | 905 383-7700 | 905 383-8131 |
| ***City/State/ZIP*** | HAMILTON, ON, L9B2J1 | | | | | ***Dealer Fax*** | 905 383-1603 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your JOURNEY SXT (LHD/FWD) on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at BAY KING MOTORS on a scale of 0 to 10.
Score: 07 (Neutral)

Q4 1. Other C/D/J dealership shopped in person or online. C5097 - GRIMSBY CHRYSLER DODGE JEEP LTD.
001 : Price too high

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-04-04 17:13:03, CUSTOMER ID:9[redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## *Customer Complaint Report* [redacted] *1*

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 3D4PH6FV5AT[redacted] | ***Model Year*** | 2010 | ***Body*** | JCES49 | DODGE JOURNEY R/T (LHD/AWD) | |
| ***Built Date*** | 11/11/2010 | ***Market*** | C | Canada | ***Plant*** | T | TOLUCA ASSEMBLY PLANT |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| ***Engine*** | EGF | 3.5L V6 HIGH OUTPUT 24V MPI ENGINE | | | | | |
| ***Transmission*** | DG2 | 6-SPEED AUTOMATIC 62TE TRANSMISSION | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Open Date*** | 02/09/2011 | ***Mileage*** | 0 | ***Event*** | 001 | Vehicle sale | |
| ***Dealer*** | C8051 | SHERWOOD PARK D C J | | | | ***Dealer Zone*** | 25 |
| ***Dealer Address*** | 230 PROVINCIAL AVENUE | | | | | ***Dealer Phone(s)*** | 780 410-4100 |
| ***City/State/ZIP*** | EDMONTON (SHERWOOD PARK), AB, T8H0E1 | | | | | ***Dealer Fax*** | 780 410-4120 |

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your JOURNEY R/T (LHD/AWD) on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at SHERWOOD PARK D C J on a scale of 0 to 10.
Score: 07 (Neutral)

Q4 1. Other C/D/J dealership shopped in person or online. C8036 - CRYSTAL CHRYSLER INC.
997 : Other

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-02-09 21:23:18, CUSTOMER ID [redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/31/2013 | ***Market*** | U | S | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6018310515 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M353208788 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 1[redacted] | ***System Key*** | 229912084 | ***Report Version*** | 2 | ***Open Date*** | 05/01/2013 |
| ***Close Date*** | 05/01/2013 | ***Narrative Date*** | 05/03/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| **Continuous Quality Insight** | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays.<br>Other. |

| **Hard Controls/Menu** | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front Screen Display: Other Concerns. |

| **Touchscreen Controls** | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.<br>Touchscreen Controls/Menu: Front Screen Display does not meet expectations.<br>Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| **Media** | |
|---|---|
| **Media** | Radio. |

| **Entertainment/Navigation System/Connectivity>Navigation System>** | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| **Entertainment/Navigation System/Connectivity>Antennas>** | |
|---|---|
| **Antennas** | Antenna is broken. |

| **Entertainment/Navigation System/Connectivity>** | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | iPhone 5 |
| **If known, please tell us your software version** | Latest |

| **Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>** | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Many times the navigation system will direct you to around a block, like a strip mall rather than keep straight on the main road. Things that no one does while driving. |
| **Please indicate which navigation system item has trouble (check all that apply):** | Although it gets you to the destination, often the navigation system will direct you to go one street over for 1 block and come back to the road you started on. Things like that. Sometimes it loses track of what road you are on. |

| **Entertainment/Navigation System/Connectivity>Antennas>Antenna is broken>** | |
|---|---|
| **Please describe the trouble you experienced:** | "911 Emergency Connection" connectivity drops out almost daily and says request service. Radio connection is very poor and often has background static on many stations I've never had an issue with. |

| Hard controls/menus: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe the other trouble you experienced:** | Touchscreen is slow or unresponsive |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Primarily using Sirius/XM, data is not displayed and channel waits up to 30 seconds to change |
| **Additional Comments:** | Touchscreen is often slow to respond or does not update. Heated seats and wheel should have a hard control and not only through the touchscreen. |

| Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Seat Warmers/Wheel heat should have a "Hard button". |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Seat Warmers/Wheel heat should have a "Hard button". |
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Too many things you need to do are only on the touchscreen (Like heated/cooled seats, or heated steering wheel)<br>Often, buttons will not activate when pressed. Especially in the XM radio menu. Stations will wait up to 30 seconds to change channels unless it is "Loaded". Ipod interaction is also slow. And when going to "Browse" it should return to the last menu level you were in instead of always going back to the top menu. |

| Touchscreen Controls/Menu: Front Screen Display does not meet expectations | |
|---|---|
| **Please indicate why the front screen did not meet your expectations (check all that apply):** | Slow. Infiniti has a much better layout. NAV design, though like Garmin, should be more like google or apple maps. |

| Radio | |
|---|---|
| **Radio** | AM/FM/HD/Satellite radio channels have poor or no reception. |

| AM/FM/HD/Satellite radio channels have poor or no reception | |
|---|---|
| **Please indicate which frequency band has trouble (check all that apply):** | Many FM channels do not come in clear. These are channels I've never had issues with on other vehicles in the same area.<br>Sattelite drops out often, pauses, and is slow to change channels, sometimes for up to half of a minute. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Sunroof/moonroof controls.<br>Park Assist. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Sunroof/moonroof works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Moonroof. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | It doesn't work properly. In fact, it never works when I expect it should. It goes off when it shouldn't, when I easily could stop or have a lot of distance between myself and a vehicle turning in front of me (Far or Near settings) and doesn't go off when I am purposely trying to go to fast to approach a stopped car in front of me. In fact, I feel it is more dangerous for me to have this on since it brakes and alarms in situations where I don't want it to, which would result in erratic behavior. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEJT7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | |
| ***Built Date*** | 02/15/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6028310784 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M010302195 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 230214987 | ***Report Version*** | 2 | ***Open Date*** | 04/22/2013 |
| ***Close Date*** | 05/06/2013 | ***Narrative Date*** | 05/08/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| **Continuous Quality Insight** | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Entertainment/Navigation System/Connectivity. |

| **Uconnect Access** | |
|---|---|
| **Uconnect Access** | Uconnect Access Application. |

| **Hard Controls/Menu** | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front Screen Display: Other Concerns. |

| **Touchscreen Controls** | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| **Media** | |
|---|---|
| **Media** | USB Connection. |

| **Entertainment/Navigation System/Connectivity>Navigation System>** | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work. |

| **Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>** | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system loses connection. |

| **Entertainment/Navigation System/Connectivity>** | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Samsung. |
| **Please tell us your cell phone model** | Samsung Galaxy S3 Android |

| **Hard controls/menus: Front Screen Display: Other Concerns** | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe the other trouble you experienced:** | Collision avaoidance system brakes suddenly at times during approach to other cars. Navigation has wrong location. Navigation system freezes or reboots. Phone loses connection or won't connect. |
| **Please describe conditions when this trouble occurs:** | Intermittent |

| **Touchscreen Controls/Menu: Front Screen Display: Other Concerns** | |
|---|---|
| **Please describe the other trouble you experienced:** | Entertainment/Navigation System rebooting, not connecting to cell, Old song title stuck on screen under USB connection. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| **USB Connection** | |
|---|---|
| **Where is the location of the media port?** | Radio/center stack. |
| **Please describe the trouble you experienced (check all that apply):** | Device does not stay connected. |
| **Please indicate if you are able to do either of the following (check all that apply):** | Play audio.<br>Android. Most current build. |

| USB Connection | |
|---|---|
| **Please indicate the make, model, carrier, and software version on the device used (computer, tablet, etc.):** | |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system freezes-up/will not work> | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | Random. once a week. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system loses connection> | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Connection problem happens on:** | Bluetooth connection between cell phone and the radio. |
| **Is there more than one phone paired to the vehicle?** | No. |
| **Lost connection problem happens when:** | Other: Please describe when this trouble occurs. |
| **Additional Comments:** | Randomly loses connection to phone via bluetooth. Must toggle setting to fix. |

| Uconnect Access Application | |
|---|---|
| **Uconnect Access Application** | Uconnect Access application does not work on my phone. |

| Uconnect Access application does not work on my phone | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | After sending signal to truck, may take up to 15min to respond to command. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | More integration and compatibility testing needs to take place. For example the collision avoidance system may cause serious bodily or property damage if deployed at the wrong time. |
| **What has Chrysler done right?** | Re-designed most models. They look great! Features and upgrades that are packed into the vehicles are the best bang for the buck when comparing to the foreign auto makers. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] Any time. |

| Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings> | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Clarity of sound** | 4. |
| **Ease of using system displays while driving** | 2. |
| **Integration with phones** | 2. |
| **Integration with media players** | 2. |
| **Navigation system route accuracy** | 2. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| | 5. |

| Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings> | |
|---|---|
| **Side/profile view styling (driver's side or passenger's side exterior area)** | |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 1. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 2. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What are your favorite parts of your new vehicle?** | Panoramic sunroof, headlights, new grill design, smooth edges |
| **Is there anything about your new vehicle you would like to see changed?** | The polished wheels are not attractive and look tarnished all the time. |

| Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items> | |
|---|---|
| **You rated wheels, rims, and tires appearance and styling Low. Use this space to provide any specific comments you would like to share.** | The spokey polished wheels take away from the truck. They always look dusty and tarnished even after cleaning. Most people ask when am I going to change the wheels. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | The navigation system has software issues and freaks out sometimes. |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | $47k |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Used |
| | Honda. |
| | Accord Sedan. |
| | 2008. |
| **Primary vehicle you were considering:** | Used |
| | Audi. |
| | Q7. |
| | 2013. |
| **Which online data sources, if any, influenced your buying decision? (check all that apply)** | Consumer Reports. |
| | Kelley Blue Book. |
| | Edmunds. |
| | Blogs (e.g., Truth About Cars). |
| **Secondary vehicle you were considering:** | New |
| | Ford. |
| | Explorer. |
| | 2014. |

| About You> | |
|---|---|
| **Primary vehicle in your household:** | New<br>Nissan.<br>Altima.<br>2010. |
| **Which of the following best describes the area you live in?** | Urban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted]. |
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ3EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/09/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6046310268 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M017350716 | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 230909828 | ***Report Version*** | 2 | ***Open Date*** | 05/16/2013 |
| ***Close Date*** | 05/16/2013 | ***Narrative Date*** | 05/20/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| **Continuous Quality Insight** | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Features/Controls/Displays.<br>Entertainment/Navigation System/Connectivity. |

| **Uconnect Access** | |
|---|---|
| **Uconnect Access** | Bing.<br>Assist Button.<br>Uconnect Access Application.<br>Owner Connect Website. |

| **Hard Controls/Menu** | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working.<br>Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.<br>Hard controls/menus: Front Screen Display does not meet expectations. |

| **Touchscreen Controls** | |
|---|---|
| **Touchscreen Controls** | Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working.<br>Touchscreen Controls/Menu: Front Screen Display is broken/not working.<br>Touchscreen Controls/Menu: Front Screen Display does not meet expectations.<br>Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| **Entertainment/Navigation System/Connectivity>Speakers>** | |
|---|---|
| **Speakers** | Speakers cut-in/out. |

| **Entertainment/Navigation System/Connectivity>Navigation System>** | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Difficulty accessing Points of Interest.<br>Points of Interest not well defined. |

| **Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>** | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| **Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>** | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command.<br>Voice Recognition feature does not have enough functions available. |

| **Entertainment/Navigation System/Connectivity>** | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | iphone 5 |
| **If known, please tell us your software version** | 6.1.4 ( 10B350) |
| **Entertainment/Navigation System/Connectivity** | none |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Has outdated map information<br>difficult navigating to certain destinations as they are not where the systems says<br>System gets confused often. Right turns should be left turns; turn instruction when there are no streets to turn - then says recalculating. |
| **Please indicate which navigation system item has trouble (check all that apply):** | on destinations<br>on destinations<br>this is an older navigation directions |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | difficulty finding destinations |

| Points of Interest not well defined | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | difficulty finding destination. Should have more choices. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system voice activation doesnt recognize command> | |
|---|---|
| **Please indicate which words, if any, are constantly misrecognized:** | phone call voice commands changes radio stations |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe when this trouble occurs:** | phone call voice commands changes radio stations. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Activation/Recognition doesnt recognize command> | |
|---|---|
| **Please describe when this trouble occurs:** | When entering information. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Recognition feature does not have enough functions available> | |
|---|---|
| **Please describe additional functions you would like to have:** | more points of interest; split screen so as to display 2 different functions, ie, navigation and radio; need less sensitive crash response system - it engages when there is no threat - it creates an unsafe response; the system does not recognize some of its functions when initiated by an iphone. |

| Bing | |
|---|---|
| **Bing** | Bing works but is difficult to understand/use. |

| Bing works but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | It functions intermittently |
| **Please describe the trouble you experienced:** | not able to use |

| Assist Button | |
|---|---|
| **Assist Button** | Assist button does not work.<br>Assist button works but is difficult to understand/use. |

| Uconnect Access Application | |
|---|---|
| **Uconnect Access Application** | Uconnect Access application does not work on my phone. |

| Uconnect Access application does not work on my phone | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Other (please describe). |
| **Please describe conditions when this trouble occurs:** | certain functions with my iphone do not work. Dealer says it is an interface problem between jeep and apple |

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | problem is with the outdated information |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | see previous comments |
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Difficult to find feature in menu. |

| Hard controls/menus: Front Screen Display does not meet expectations | |
|---|---|
| **Please indicate why the front screen did not meet your expectations (check all that apply):** | with current technology, the driver should have the option to use a split screen |

| Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | should be able to give voice commands for navigation destinations |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Touchscreen Controls/Menu: Front Screen Display does not meet expectations | |
|---|---|
| **Please indicate why the front screen did not meet your expectations (check all that apply):** | need split screen capability |

| Entertainment/Navigation System/Connectivity>Speakers>Speakers cut-in/out> | |
|---|---|
| **Please indicate which speaker has trouble (check all that apply):** | All speakers in the vehicle. |
| **Please indicate which media sources were being played (check all that apply):** | Satellite Radio. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Voice Activiation System. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Does NOT work properly. Dealer has turned off because it is too sensitive |

| Features/Controls/Displays>Features and Controls>Voice Activiation System> | |
|---|---|
| **Voice Activiation System** | Voice Activation system broken / not working. |

| Features/Controls/Displays>Features and Controls>Voice Activiation System>Voice Activation system broken/not working> | |
|---|---|
| **Please indicate which voice activation system is broken / not working properly (check all that apply):** | Navigation.<br>Phone. |
| **Please indicate what type of trouble was experienced with the Voice Activation System (check all that apply):** | System improperly interprets voice commands. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Brake System>Brake Operation> | |
|---|---|
| **Brake Operation** | Brakes generate excessive brake dust. |

| Brake System>Brake Operation>Brakes generate excessive brake dust> | |
|---|---|
| **Where does the excessive brake dust build-up appear?** | Front wheels. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Please explain further about your choice to recommend your vehicle:** | I am a Jeep owner for many years. One design that I preferred was its comfort. An SUV with a passenger car ride. My 2014, is not comfortable. Also, the technology is inferior to other cars on the road. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] |

| Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings> | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Clarity of sound** | 4. |
| **Ease of using system displays while driving** | 2. |
| **Integration with phones** | 3. |
| **Integration with media players** | 3. |
| **Navigation system route accuracy** | 2. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Appearance of exterior paint** | 2. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 2. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 3. |
| **Ease of getting into and out of vehicle** | 3. |
| **Interior noise level while driving** | 3. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 2. |
| **Climate control operation (function and ease of use)** | 3. |
| **Engine performance during acceleration** | 4. |
| **Engine sound** | 4. |
| **Engine exhaust sound** | 4. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Fuel economy and driving range** | 2. |
| **Brake responsiveness/effort** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 2. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 4. |

| Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings> | |
|---|---|
| **What is your attitude overall towards your new car?** | 4. |

| Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items> | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | navigation system; certain apps, collision response system unsafe |

| About You> | |
|---|---|
| **What price did you pay for your vehicle?** | $74000 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | new<br>BMW.<br>X5.<br>2007. |
| **Primary vehicle you were considering:** | Land Rover. |
| **Secondary vehicle you were considering:** | new<br>BMW.<br>X3.<br>2014. |
| **Primary vehicle in your household:** | new<br>Jeep.<br>Liberty.<br>2012. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your total household income (before taxes)?** | $125,000 - $149,999. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/11/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6053311050 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M061370206 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 231216660 | ***Report Version*** | 2 | ***Open Date*** | 05/21/2013 |
| ***Close Date*** | 05/21/2013 | ***Narrative Date*** | 05/23/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

### Features/Controls/Displays>Features and Controls>

| | |
|---|---|
| **Features and Controls** | Cruise control system.<br>Voice Activiation System. |

### Features/Controls/Displays>Features and Controls>Cruise control system>

| | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

### Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system is broken/not working>

| | |
|---|---|
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | adaptive cruise, colliion warning, and cruise periodically just stop working. They did not work on delivery and I have been to the dealer 3 times. On each occation the system started to work while I was there. It is working now but seems to be affected by rain, it seems like a short. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | the cruise system just stopps working and the EVIC says service needed |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | I understand the "problem" can't be found when it's operative, however I cannot drive around the dealership waiting for it to stop! |

### Features/Controls/Displays>Features and Controls>Voice Activiation System>

| | |
|---|---|
| **Voice Activiation System** | Voice Activation system broken / not working. |

### Features/Controls/Displays>Features and Controls>Voice Activiation System>Voice Activation system broken/not working>

| | |
|---|---|
| **Please indicate what type of trouble was experienced with the Voice Activation System (check all that apply):** | periodically the steering wheel button seems to not work.<br>System does not respond to voice commands. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | just doesn't respond |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | The issue with ACC/Cruise? /FCW. Also the hands free button issue and a question about Uconnect "text messages" Call any day after noon at [redacted] |

| Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings> | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 5. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **What is your attitude overall towards your new car?** | 5. |

| Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items> | |
|---|---|
| | Fuel milage is better than my 2011 Hemi Overland. |

| Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items> | |
|---|---|
| **You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.** | |
| **You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.** | Overall I really enjoy this Jeep as much as my previous Jeeps. I am however disappointed in the intermitent problems with the adaptive cruise and regular cruise. I specifically wanted the adaptive since when I purchased my 2011 it wasn't available yet. Overall I love the vehicle but I am frustrated with the cruise issue! |

| Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items> | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | adaptive cruise |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Lease. |
| **What price did you pay for your vehicle?** | 52,600 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | new |
| | Jeep. |
| | Grand Cherokee. |
| | 2011. |
| **Primary vehicle you were considering:** | new |
| | Jeep. |
| | Grand Cherokee. |
| | 2014. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | I have been happy with my Grand Cheroke's and Durango's before tat |
| **Primary vehicle in your household:** | one year old |
| | Chevrolet. |
| | Corvette. |
| | 1997. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted]. |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | Divorced. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted] |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECT2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | |
| ***Built Date*** | 03/11/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6053310740 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M052374608 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 231388753 | ***Report Version*** | 1 | ***Open Date*** | 05/23/2013 |
| ***Close Date*** | 05/23/2013 | ***Narrative Date*** | 05/24/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain.<br>Interior Trim/Storage/Windows.<br>Vehicle Exterior.<br>Entertainment/Navigation System/Connectivity. |

### Vehicle Exterior>Wind Noise>

| | |
|---|---|
| **Wind Noise** | Excessive wind noise. |

### Vehicle Exterior>Wind Noise>Excessive wind noise>

| | |
|---|---|
| **Please indicate the location of the wind noise (check all that apply):** | wind noise all around the front of the jeep |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | speeds over 40 |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Uconnect Access

| | |
|---|---|
| **Uconnect Access** | Uconnect Access Application.<br>Remote Features. |

### Touchscreen Controls

| | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

### Media

| | |
|---|---|
| **Media** | Radio. |

### Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>

| | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

### Entertainment/Navigation System/Connectivity>

| | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | i phone |

### Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Activation/Recognition doesnt recognize command>

| | |
|---|---|
| **Please describe when this trouble occurs:** | yes. I press the button and it takes forever for the beep when the vehicle has been sitting for more than a few hours. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Uconnect Access Application

| | |
|---|---|
| **Uconnect Access Application** | Uconnect Access application does not work on my phone. |

### Uconnect Access application does not work on my phone

| Uconnect Access application does not work on my phone | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | I access the app and it never loads. If I delete the app and reinstall it will work until the next time. Repeat. |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe the other trouble you experienced:** | I usually have to wait at least 5 minutes to change the radio station by using the scree or steering wheel button when the jeep is first started. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | when the jeep is first started. |

| Radio | |
|---|---|
| **Radio** | AM/FM/HD/Satellite radio channels have poor or no reception. |

| AM/FM/HD/Satellite radio channels have poor or no reception | |
|---|---|
| **Please indicate which frequency band has trouble (check all that apply):** | Satellite. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | anytime you are in the garage at home or go under an overpass |

| Interior Trim/Storage/Windows>Abnormal Noises> | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from rear cargo shelf/cargo cover. |

| Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from rear cargo shelf/cargo cover> | |
|---|---|
| **Please describe in the box below where from the rear cargo shelf/cargo cover the trouble with abnormal noises is located:** | There is a rattle of some kind in the rear. I'm not sure if it is a panel, the back seat or something else in the rear. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | you can hear it at lower speeds when you hit any kind of bump. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Transmission and Drivetrain>Automatic Transmission> | |
|---|---|
| **Automatic Transmission** | Shifts at wrong times. |

| Transmission and Drivetrain>Automatic Transmission>Shifts at wrong times> | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | at low speeds the transmission seems to get confused sometimes. For example when I pull into my parking lot at work I go up a small incline and slow to ensure the path is clear when I gently accelerate it stays in first gear and the RPM goes up to 2500 RPM's before it shifts. I would expect it to shift quicker during an idle or light acceleration. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | slow to shift down when slowing down especially when it's time to speed back up. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | it's 4 miles to my work I notice it by the time I get there. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 2 (disagree). |
| **Smartphone Application covers the necessary features** | 2 (disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 2 (dissatisfied). |

| Overview | |
|---|---|
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | It only locks, unlocks and starts the jeep. It would be nice if you could check the oil and other items like with onstar. |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | Remote locking in case I can't remember if I locked my jeep. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | Please ensure you follow up after a year. New Jeeps should be in great working condition, but after a year who knows. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings> | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 5. |
| **Integration with media players** | 2. |
| **Navigation system route accuracy** | 5. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 2. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Fuel economy and driving range** | 2. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | The crash prevention is too sensitive. |

| Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items> | |
|---|---|
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | It has great speakers. |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | I like that everything recognized by voice. |

| Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items> | |
|---|---|
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | I like how it automatically knows what is in my phone without manual programming. Much better than my old Acura. |
| **You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.** | It's new....it should be current. |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | It's a damn good looking Jeep. |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | It looks very luxurious. |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | I'm 6'4 and have a ton of room as do my passengers who are forced to sit behind me. |

| Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items> | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | The crash prevention is too sensitive. I wish the mirrors folded in automatically when I locked the doors. I wish the LED lights stayed lit while the turn signal is on. |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 48,000 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Leased New |
| | Acura. |
| | TSX. |
| | 2012. |
| **Primary vehicle you were considering:** | New |
| | BMW. |
| | X5. |
| | 2013. |
| **Secondary vehicle you were considering:** | Volkswagen. |
| | Touareg. |
| | 2013. |
| **Primary vehicle in your household:** | Leased New |
| | Audi. |
| | A6. |
| | 2012. |
| **Which of the following best describes the area you live in?** | Urban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | High school degree / GED. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted]. |
| **What is your total household income (before taxes)?** | More than $200,000. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT0EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/25/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6017310676 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M352208550 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 231582331 | ***Report Version*** | 2 | ***Open Date*** | 05/27/2013 |
| ***Close Date*** | 05/27/2013 | ***Narrative Date*** | 05/29/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Transmission and Drivetrain.<br>Seats.<br>Features/Controls/Displays.<br>Steering, Handling, and Ride.<br>Vehicle Exterior.<br>Interior Climate Control.<br>Entertainment/Navigation System/Connectivity. |

### Vehicle Exterior>Exterior Appearance/Paint:>

| | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off.<br>Front/rear bumpers were cracked/ripped/damaged.<br>Paint is uneven: has sags, runs, overspray, thin spots, etc.. |

### Vehicle Exterior>Exterior Appearance/Paint:>Exterior moldings/trim pieces loose/misaligned/falling off>

| | |
|---|---|
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is poorly aligned or fitted. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Misaligned chrome trim |
| **Additional Comments:** | Hitch cover Trim has broken alignment tab under bumper |

### Vehicle Exterior>Exterior Appearance/Paint:>Front/rear bumpers were cracked/ripped/damaged>

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which bumpers were cracked/ripped/damaged (check all that apply):** | Hitch cover Trim has broken alignment tab under bumper |

### Vehicle Exterior>Exterior Appearance/Paint:>Paint is uneven: has sags, runs, overspray, thin spots, etc.>

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate the location of the paint issue (check all that apply):** | Orange Peel |
| **Additional Comments:** | Orange peel on all body panel paint |

### Interior Trim/Storage/Windows>Operation and Functionality>

| | |
|---|---|
| **Operation and Functionality** | Rear Cargo Shelf/Cargo Cover is difficult to use.<br>Center console is difficult to open/close. |

### Interior Trim/Storage/Windows>Appearance>

| | |
|---|---|
| **Appearance** | Carpet has gaps/poor fit.<br>Interior materials soils/scuffs too easily. |

| Interior Trim/Storage/Windows>Appearance>Carpet has gaps/poor fit> | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe in the box below where on the carpet the trouble with excessive gaps/poor fit of materials is located:** | Around center console |

| Interior Trim/Storage/Windows>Appearance>Interior materials soils/scuffs too easily> | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe in the box below which material(s) have trouble with soiling/scuffing too easily:** | Bottom of doors and door sill from shoes |

| Rear Cargo Shelf/Cargo Cover is difficult to use | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate why the rear cargo shelf/cargo cover is difficult to use (check all that apply):** | Both sides have to be aligned perfectly while pulling against a spring. Awkward motion to latch. |
| | Awkward motion to unlatch |
| **Please describe conditions when this trouble occurs:** | While latching and unlatching cargo cover |

| Interior Trim/Storage/Windows>Operation and Functionality>Center console is difficult to open/close> | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Awkard motion of arm to pull open console lid cover rearward. |
| | Closes too rapidly; basically drop into place because of awkward movement to open and close. Could use a dampler. |
| **Please indicate why the center console is difficult to open/close (check all that apply):** | Open to side would be easier. |
| **Additional Comments:** | Wasted space under lid bottom. Tall object in cosole interference. |

| Interior Climate Control>Controls and Switches> | |
|---|---|
| **Controls and Switches** | Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located. |

| Interior Climate Control>Operation and Performance> | |
|---|---|
| **Operation and Performance** | Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located. |
| | Air conditioner takes too long to get cold. |

| Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which heating, ventilation and air conditioning controls are difficult to understand/use; are in a poor location (check all that apply):** | Not hard buttons, too many touchscreen clicks, have to divert eyes from road. |
| | Not hard buttons, too many touchscreen clicks, have to divert eyes from road. |
| | Other (please describe). |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Not hard buttons, too many touchscreen clicks; have to divert eyes from road. |

| Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which heating, ventilation and air conditioning controls are difficult to understand/use; are in a poor location (check all that apply):** | Not hard buttons, too many touchscreen clicks, have to divert eyes from road. |
| | Not hard buttons, too many touchscreen clicks, have to divert eyes from road. |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Not hard buttons, too many touchscreen clicks, have to divert eyes from road. |

| Interior Climate Control>Operation and Performance>Air conditioner takes too long to get cold> | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| | A/C does not go to max initially |

| Interior Climate Control>Operation and Performance>Air conditioner takes too long to get cold> | |
|---|---|
| **Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):** | A/C does not go to max initially<br>A/C does not go to max initially<br>A/C does not go to max initially |
| **Please describe conditions when this trouble occurs:** | At first start after sitting in sun |
| **Additional Comments:** | Vent between Guage cluster and nav system not flowing as much air as other vents |

| Transmission and Drivetrain>Automatic Transmission> | |
|---|---|
| **Automatic Transmission** | Gear selector is difficult to operate (auto. trans.). |

| Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)> | |
|---|---|
| **Why is the gear selector difficult to operate?** | Other (please describe). |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | Frequently missed because of new electronic shifter. Detents are too shallow.<br>Detents are too shallow. Easy to miss proper gear. Will not shift from neutral to drive while rolling back without putting on brake; safety issue. |
| **Additional Comments:** | Gears are frequently missed because of new electronic shifter. Detents are too shallow. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **Please explain further about your choice to recommend your vehicle:** | Much better vehicle than my POS lemon 2011 Grand Cherokee Summit that had a major drive line failure less than 200 hundered miles after new purchase. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 2 (dissatisfied). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Too slow to send commands |
| **What information did you need that was not included in the Smartphone Application?** | When is UConnect Via Mobile going to be active? |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | When is UConnect Via Mobile going to be active? |
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | UConnect Via Mobile. When is it going to be active? I have had the vehicle for over a month and feel ripped off because it does not work. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Bing.<br>Uconnect Store.<br>Uconnect Access Application.<br>Remote Features. |

| Media | |
|---|---|
| **Media** | SD. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work.<br>Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| | Navigation system works, but traffic information doesn?t work / or is difficult to understand.<br>Points of Interest incorrect. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth> | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.<br>Hands-Free Phone / Bluetooth system is difficult to use. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition> | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | Sprint Nextel. |
| **Please choose your cell phone brand** | Samsung. |
| **Please tell us your cell phone model** | Galaxy S4 |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system freezes-up/will not work> | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Additional Comments:** | Navigation will not always start and blank screens leaving A/C controls inoperable as well. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | POIs are out of date |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesnt work/or is difficult to understand> | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | Takes forever to load traffic info. Takes forever to switch between all traffic and route traffic. |

| Points of Interest incorrect | |
|---|---|
| **Additional Comments:** | POIs out of date |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system voice activation doesnt recognize command> | |
|---|---|
| **Please indicate which words, if any, are constantly misrecognized:** | All |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | When stating a name. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Additional Comments:** | Send text message does not recognize words. Cuts off beginning of message. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system is difficult to use> | |
|---|---|
| **Do you recall specific commands that you were using?** | All |
| **Please indicate why the hands-free phone / bluetooth system is difficult to use:** | Cuts off beginning of text message when reading back<br>Voice commands are not recognized correctly. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Activation/Recognition doesnt recognize command> | |
|---|---|
| **Please describe when this trouble occurs:** | When entering information.<br>When stating a name. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Remote Features | |
|---|---|
| **Remote Features** | Remote lock/unlock broken/not working. |

| Bing | |
|---|---|
| **Bing** | Bing does not work.<br>Bing works but is difficult to understand/use. |

| Bing does not work | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Bing is a horrible search engine<br>Returns no results or incorrect results |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Bing works but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Too many steps to start Bing |

| SD | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Hard to get my hand into the IP storage area to insert SD Card. Awkward to insert SD card in slot. |
| **Where is the location of the media port?** | Radio/center stack. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Door locks/keyless entry system.<br>Active Suspension System.<br>Sunroof/moonroof controls.<br>Cruise control system.<br>Voice Activiation System. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Clock works properly, but is difficult to understand/use; controls/displays are in a poor location. |

| Features/Controls/Displays>Displays and Instruments>Clock works properly, but is difficult to understand/use; controls/displays are in a poor location> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Clock display font is too small to read next to speedometer in IP<br>Clock display font is too small to read next to speedometer in IP |
| **Please indicate why the clock controls/displays are difficult to understand/use; are in a poor location (check all that apply):** | Clock display font is too small to read next to speedometer in IP |

| Features/Controls/Displays>Features and Controls>Door locks/keyless entry system> | |
|---|---|
| **Door locks/keyless entry system** | Remote keyless entry system broken/not working. |

| Features/Controls/Displays>Features and Controls>Door locks/keyless entry system>Remote keyless entry system broken/not working> | |
|---|---|
| **Please indicate what type of trouble was experienced with the remote keyless entry system (check all that apply):** | Occasionaly cannot lock doors with remote even when standing next to vehicle |
| **Trouble with the remote keyless entry system occurs:** | While locking. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Active Suspension System | |
|---|---|
| **Active Suspension System** | Active suspension system is broken/not working. |

| Active suspension system is broken/not working | |
|---|---|
| **Please describe the trouble experienced with the active suspension system:** | Sytem locks up and flashes lowering on IP |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Sunroof/moonroof works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Sunroof/Moonroof. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Wish the ability to control sunshade independently of the sun roof glass. I wish to open the glass to vent and then close the sunshade except for an inch to vent the cabin on hot days. |

| Features/Controls/Displays>Features and Controls>Cruise control system> | |
|---|---|
| **Cruise control system** | Cruise control system works properly, but difficult to understand/use; controls in a poor location. |

| Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Active cruise is annoying is stop and go traffic |

| Features/Controls/Displays>Features and Controls>Voice Activiation System> | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

| Features/Controls/Displays>Features and Controls>Voice Activiation System>Voice Activation System works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Need a published list of all available commands. Tired of trying to guess what works. |
| **Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):** | Need a published list of all available commands. Tired of trying to guess what works. |
| | Need a published list of all available commands. Tired of trying to guess what works. |
| | Need a published list of all available commands. Tired of trying to guess what works. |
| **Please indicate why the Voice Actication System controls are difficult to understand/use; are in a poor location (check all that apply):** | Need a published list of all available commands. Tired of trying to guess what works. |

| Seats>Seat Belts> | |
|---|---|
| **Seat Belts** | Seat belt latch/release is broken/not working. |

| Seats>Seat Belts>Seat belt latch/release is broken/not working> | |
|---|---|
| **Please indicate which seat belt has trouble (check all that apply):** | Ticking noise in seat belt adjuster area on B-pillar |
| **Trouble with seat belt is:** | Other (please describe). |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | Ticking noise in seat belt adjuster area on B-pillar |

| Steering, Handling, and Ride>Steering and Handling> | |
|---|---|
| **Steering and Handling** | Steering system/wheel is misaligned/not centered. |

| Steering system/wheel is misaligned/not centered | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | At delivery |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | Tie-rod toe adjusted to center steering wheel |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | When are UConnect Via Mobile Apps going to be acitve? i have had the vehicle over a month and feel ripped off. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings> | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 3. |
| **Integration with phones** | 2. |
| **Integration with media players** | 3. |
| **Navigation system route accuracy** | 3. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Appearance of exterior paint** | 1. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 3. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 3. |
| **Rear view styling (rear fascia, bumper)** | 4. |

| Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings> | |
|---|---|
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 3. |
| **Steering wheel adjustment** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 4. |
| **Climate control operation (function and ease of use)** | 2. |
| **Engine performance during acceleration** | 4. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 2. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **Is there anything about your new vehicle you would like to see changed?** | When is UConnect Via Mobile going to be active? |

| Vehicle Satisfaction Rating>Detail on High Rated Items>Detail on High Rated Items>Detail on High Rated Items> | |
|---|---|
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | Nice quality sound |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | Brightness... |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | Luxurious |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | Quiet, nice |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | Like th eengine growl |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | Great brakes, with goo stopping power |
| **You rated ride quality High. Use this space to provide any specific comments you would like to share.** | Smooth |

| Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items> | |
|---|---|
| **You rated appearance of exterior paint Low. Use this space to provide any specific comments you would like to share.** | Full of orange peel |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | When is UConnect Via Mobile going to be available? |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Lease. |
| **What price did you pay for your vehicle?** | Too much |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | New |
| | Jeep. |
| | Grand Cherokee. |
| | 2011. |
| **Primary vehicle you were considering:** | New |

| About You> | |
|---|---|
| Secondary vehicle in your household: | Mercedes-Benz.<br>C-Class.<br>2013.<br>New<br>Cadillac.<br>CTS-V Coupe.<br>2011. |
| Which of the following best describes the area you live in? | Suburban. |
| What is your primary language? | English. |
| Please indicate your gender | [redacted] |
| What year were you born? | [redacted] |
| Please indicate your highest education level | 4 year college degree. |
| What is your current marital status? | [redacted]. |
| How may children 17 or under live in your household? | 0. |
| Please indicate your ethnicity | [redacted] |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECG0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | |
| ***Built Date*** | 03/29/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | TBD V6 ENGINE | | | ***Serial#*** | 6058321419 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K087363398 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 231636893 | ***Report Version*** | 2 | ***Open Date*** | 05/27/2013 |
| ***Close Date*** | 05/28/2013 | ***Narrative Date*** | 05/30/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| **Continuous Quality Insight** | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain. |

| **Transmission and Drivetrain>Automatic Transmission>** | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions.<br>Shifts at wrong times. |

| **Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>** | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | In Sport mode , shifts are smooth and seem to occur at right RPM. In Econ mode, shifts happen quickly between Ist and 3rd gear at too low RPM. Down shifts are rough. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | In Econ mode only.<br>Downshifts are rough in stop and go traffic. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.<br>Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.<br>Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| **Transmission and Drivetrain>Automatic Transmission>Shifts at wrong times>** | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | In Econ mode, the shifts seem to occur at too low RPM.<br>2nd Gear.<br>3rd Gear. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | In Econ mode, down shifts in stop and go traffic and under normal conditions wen you take foot off accelerator are rough.<br>Normal acceleration. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.<br>Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.<br>Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| **Overview** | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Overview | |
|---|---|
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | Great vehicle. Electronics are awesome. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | I would like to see the transmission shifts corrected. The transmission seems to be solid otherwise and performs great in Sport mode. |
| **What has Chrysler done right?** | Great update. Touch screen is easy to use and electronic features outstanding. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Satisfaction Rating>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings>Vehicle Satisfaction Ratings> | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 4. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 3. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine performance during acceleration** | 4. |
| **Engine sound** | 4. |
| **Engine exhaust sound** | 4. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Fuel economy and driving range** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **What is your attitude overall towards your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Adjsut transmission shifts in Econ mode |

| Vehicle Satisfaction Rating>Detail on Low Rated Items>Detail on Low Rated Items>Detail on Low Rated Items> | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Transmission shifts in Econ mode |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 42000 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | New<br>Lincoln.<br>Aviator.<br>2003. |
| **Which online data sources, if any, influenced your buying decision? (check all that apply)** | Blogs (e.g., Truth About Cars). |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted]. |
| **What is your total household income (before taxes)?** | More than $200,000. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG2EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/05/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | TBD V6 ENGINE | | | ***Serial#*** | 6082310840 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K094363316 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 232147620 | ***Report Version*** | 1 | ***Open Date*** | 06/04/2013 |
| ***Close Date*** | 06/04/2013 | ***Narrative Date*** | 06/05/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Features/Controls/Displays.<br>Interior Climate Control.<br>Vehicle Exterior.<br>Brake System.<br>Entertainment/Navigation System/Connectivity.<br>Off-Road.<br>Engine.<br>Seats.<br>Transmission and Drivetrain.<br>Steering, Handling, and Ride.<br>Other. |

### Vehicle Exterior>Exterior Appearance/Paint:>

| | |
|---|---|
| **Exterior Appearance/Paint:** | Paint blemish/dirt in paint/foreign material under surface. |

### Vehicle Exterior>Front Doors>

| | |
|---|---|
| **Front Doors** | Front doors are difficult to open/close. |

### Vehicle Exterior>Lights>

| | |
|---|---|
| **Lights** | Adaptive front lighting system broken/not working.<br>Fog/water/condensation in exterior light lenses. |

### Vehicle Exterior>Fuel filler door/cap>

| | |
|---|---|
| **Fuel filler door/cap** | Fuel cap difficult to open/close. |

### Vehicle Exterior>Fuel filler door/cap>Fuel cap difficult to open/close>

| | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Front Doors |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | any time |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Vehicle Exterior>Exterior Appearance/Paint:>Paint blemish/dirt in paint/foreign material under surface>

| | |
|---|---|
| **Please indicate the location of the paint issue (check all that apply):** | fuel tank ddoor |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Vehicle Exterior>Front Doors>Front doors are difficult to open/close>

| | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to close.<br>Driver's side front door. |

| Vehicle Exterior>Front Doors>Front doors are difficult to open/close> | |
|---|---|
| **Please indicate which door is difficult to open/close (check all that apply):** | Passenger's side front door. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Adaptive front lighting system broken/not working | |
|---|---|
| **Please indicate the trouble experienced with the Adaptive Front Lighting System (check all that apply):** | Does not track properly while going uphill.<br>Does not track properly while going downhill.<br>Does not track properly while turning left.<br>Does not track properly while turning right. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Vehicle Exterior>Lights>Fog/water/condensation in exterior light lenses> | |
|---|---|
| **Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):** | Driver's side headlight.<br>Passenger's side headlight. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | at delivery, then disappeared |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Registration.<br>Search Engine.<br>Uconnect Store.<br>Uconnect Access Application.<br>Remote Features. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front Screen Display does not meet expectations. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.<br>Touchscreen Controls/Menu: Front Screen Display is broken/not working.<br>Touchscreen Controls/Menu: Front Screen Display does not meet expectations.<br>Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Media | |
|---|---|
| **Media** | SD. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work.<br>Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth> | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.<br>Hands-Free Phone / Bluetooth system phonebook does not work correctly. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition> | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command.<br>Voice Activation / Recognition finishes before completing a command.<br>Voice Recognition feature does not have enough functions available. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | T-Mobile USA. |
| **Please choose your cell phone brand** | HTC. |
| **Please tell us your cell phone model** | HD7 |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **If known, please tell us your software version** | 7.8 |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | When entering information.<br>When stating a name.<br>When other people in the car are talking. |
| **Do you usually set HVAC vent direction toward ceiling?** | Yes. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Voice Activation / Recognition finishes before completing a command | |
|---|---|
| **Please describe when this trouble occurs:** | When entering information.<br>When other people in the car are talking. |
| **Do you usually set HVAC vent direction toward ceiling?** | Yes. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Recognition feature does not have enough functions available> | |
|---|---|
| **Please describe additional functions you would like to have:** | rear wiper control heated seats control |

| SD | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | If songs other than in MP3 format are present, the system crashes. I was unable to have more than 500 songs on the SD card(SanDisk 16Gb) prior to v.13.15.4 |
| **Where is the location of the media port?** | Center console. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system freezes-up/will not work> | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Additional Comments:** | it will either freeze or the GPS will place me several hundred feet away from my real location. Happened 3 times, despite UCONNECT updates, and WITHOUT being in an urban canyon - I was on the highway with clear unobstructed view of the sky |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | center (dashboard) display inside the speedometer gauge - the 3 lines with street name and distance have abreviations and truncated street names without any logic: I am sometimes missing a letter: ADDISO---n--- while several streets later may show KENNEDY EX (proof that the alphanumeric display has the capability to show enough characters)<br>GPS accuracy is questionable at times |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | When entering a number.<br>When stating a name.<br>When other people in the car are talking.<br>When there is outside noise or the blower is on. |
| **Do you usually set HVAC vent direction toward ceiling?** | Yes. |

| Hands-Free Phone / Bluetooth system phonebook does not work correctly | |
|---|---|
| **Please indicate which aspect of the phonebook does not work properly (check all that apply):** | Phonebook contacts are missing or incorrect. |
| **How many contacts do you have in your phone?** | 25-499. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Did you refer to the voice tutorial, phone tutorial and voice training when experiencing hands-free phone/Bluetooth system issues?** | I did, but it didn't address all my questions. |

| Remote Features | |
|---|---|
| **Remote Features** | Remote phone/email notifications are broken/not working.<br>Remote phone/email notifications are difficult to understand/use. |

| Remote phone/email notifications are broken/not working | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Setup completed, but I did not receive requested notifications. |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |

| Remote phone/email notifications are difficult to understand/use | |
|---|---|
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |

| Search engine | |
|---|---|
| **Bing** | Search engine works but is difficult to understand/use. |

| Search engine works but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to understand.<br>Difficult to use. |

| Uconnect Store | |
|---|---|
| **Uconnect Store** | Uconnect store is broken/not working.<br>Uconnect store works but is difficult to understand/use.<br>Unable to use applications purchased. |

| Uconnect store is broken/not working | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Service was not active after purchase.<br>Service did not stay active for purchase period. |
| **How long did it take to activate after purchase?** | Immediately. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Unable to use applications purchased | |
|---|---|
| **Please list the applications you are unable to use:** | After each update, I am getting error messages about my SIRIUS XM trial period (sometimes shows I have purchased it, sometimes does not). |

| Uconnect Access Application | |
|---|---|
| **Uconnect Access Application** | Uconnect Access application does not work on my phone. |

| Uconnect Access application does not work on my phone | |
|---|---|
| **Additional Comments:** | There is no APP for Windows phones |

| Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | The settings menu is easily accessible and can accidentaly change setup. It should not be on the firt menu entry.<br>Hard buttonds for heated seats are preffered |
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much attention (must take eyes off the road) to operate. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Alarm/anti-theft system.<br>Wipers and washers.<br>Door locks/keyless entry system.<br>Adjustable Height Control.<br>Cruise control system.<br>Ignition switch. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Blind spot monitoring/warning system works properly, but is difficult to understand/use; controls/displays are in a poor location. |

| Alarm/anti-theft system | |
|---|---|
| **Alarm/anti-theft system** | Alarm/anti-theft system is broken/not working. |

| Alarm/anti-theft system is broken/not working | |
|---|---|
| **Please indicate if your alarm/anti-theft system is:** | Factory/dealer installed. |
| **Additional Comments:** | 14-June-2013, the car alarm started shortly after opening the car. Unable to stop the alarm AT ALL, despite pressing the panic button, keeping it pressed, turning on the engine driving off etc. It stopped by iteself after 3 min. |

| Features/Controls/Displays>Features and Controls>Wipers and washers> | |
|---|---|
| **Wipers and washers** | Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location.<br>Rain sensing wipers are broken/not working properly. |

| Features/Controls/Displays>Features and Controls>Wipers and washers> | |
|---|---|
| | Rain sensing wiper controls work properly, but difficult to understand/use; in a poor location.<br>Rear window wiper/washer controls work properly, but difficult to understand/use; in poor location. |

| Features/Controls/Displays>Features and Controls>Wipers and washers>Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location. |
| **Please indicate which feature's controls are difficult to understand/use (check all that apply):** | rain sensing wipers do not always work |
| **Please indicate which feature's controls are in a poor location (check all that apply):** | rear wipers, poor location |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Operation of controls is confusing/doesn't make sense.<br>Controls require too much attention (must take eyes off the road) to operate.<br>Controls require too much effort/force to operate.<br>Controls are not easy to reach. |

| Rain sensing wipers are broken/not working properly | |
|---|---|
| **Please indicate what type of trouble was experienced with the rain sensing wipers (check all that apply):** | Rain sensing wipers swipe too often.<br>Rain sensing wipers do not swipe often enough. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Rain sensing wiper controls work properly, but difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | rear wiper<br>rear wiper |

| Features/Controls/Displays>Features and Controls>Wipers and washers>Rear window wiper/washer controls work properly, but difficult to understand/use; in poor location> | |
|---|---|
| **Please indicate difficulty/trouble with rear window wiper/washer (check all that apply):** | Window wiper control in poor location. |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much attention (must take eyes off the road) to operate.<br>Controls require too much effort/force to operate.<br>Controls are not easy to reach. |

| Features/Controls/Displays>Features and Controls>Door locks/keyless entry system> | |
|---|---|
| **Door locks/keyless entry system** | Door locks broken/not working. |

| Features/Controls/Displays>Features and Controls>Door locks/keyless entry system>Door locks broken/not working> | |
|---|---|
| **Please indicate what type of trouble was experienced with the door lock (check all that apply):** | Lock binds/sticks while locking/unlocking. |
| **Please indicate which door lock location is the source of the trouble (check all that apply):** | Driver's side front door.<br>Passenger's side front door. |
| **Additional Comments:** | Doors never lock automatically. Also locks temporarily while opening it. |

| Features/Controls/Displays>Features and Controls>Cruise control system> | |
|---|---|
| **Cruise control system** | Cruise control system works properly, but difficult to understand/use; controls in a poor location. |

| Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Additional Comments:** | there is no need for 2 separate cruise control options. The speed at which it works should be even lower than 20 mph |

| Blind spot monitoring/warning system works properly, but is difficult to understand/use; controls/displays are in a poor location | |
|---|---|
| **Please indicate why the blind spot monitoring/warning system is difficult to understand/use or is in a poor location (check all that apply):** | sunlight from behind RED would be better ?<br>Other (please describe). |
| **Additional Comments:** | The system should optionally indicate the presence of vehicles also on the dashboard. |

| Hand Brake/Parking Brake | |
|---|---|
| **Hand Brake/Parking Brake** | Hand brake/parking brake control is poorly located. |

| Hand brake/parking brake control is poorly located | |
|---|---|
| **Why is the parking brake poorly located? (check all that apply):** | The brake cannot function as an emergency brake. Other manufacturers have implemented a switch (Subaru Legacy 2010+) on the center console. Or even better - a traditional lever for wire-actuated parking brakes. |

| Interior Climate Control>Controls and Switches> | |
|---|---|
| **Controls and Switches** | Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located. |

| Interior Climate Control>Operation and Performance> | |
|---|---|
| **Operation and Performance** | Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located. |

| Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which heating, ventilation and air conditioning controls are difficult to understand/use; are in a poor location (check all that apply):** | Mode control (vent, heat, defrost, etc.).<br>Air conditioning on/off switch.<br>Outside air/inside air re-circulation switch. |

| Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location. |
| **Please indicate which heating, ventilation and air conditioning controls are difficult to understand/use; are in a poor location (check all that apply):** | Mode control (vent, heat, defrost, etc.).<br>Air conditioning on/off switch. |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much attention (must take eyes off the road) to operate. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | The forward collision warning should be able to stop the car or bring it down to 5 MPH / to a stop. Its activation distance should be greater. The car can be driven without physically having the key in - I drove it around the block while my wife had the keys, buying ice-cream. Doors do not auto lock. GPS accuracy has intermittent problems. UCONNECT sometimes has a stroke and the system freezes. Anything other than MP3s on the SD card (like album art) freezes the system. The AERO setting should be even lower (like PARK) |
| **What has Chrysler done right?** | Fuel economy. Styling. Transmission. Technology. Suspension. Engine. Don't get me wrong - it is a much better car than the 2011-2013 and I love the truck. It is refined, elegant and awesome. But it is buggy and that takes away from the experience. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | please see previous comments |

## Contact Me>

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 4. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 4. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 3. |
| **Support for popular music/video formats** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 3. |
| **Engine exhaust sound** | 3. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **What is your attitude overall towards your new car?** | 4. |

## Detail on High Rated Items

| | |
|---|---|
| **You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.** | Good for family with kids |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | For a big, heavy car it is pretty good. |
| **You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.** | I bought the Jeep for off-road capabilities. |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | For a big, heavy car it is pretty good. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | The engine and transmission combination exceeded my expectations. However, I think that overall, the car should lose weight for even better fuel economy. |

## Detail on Low Rated Items

| | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | The vehicle is exceedigly heavy. The forward collision warning cannot bring the vehicle to a complete stop in case of emergency. Front ParkSense sensors are only available in the highest trim (Summit) and not as an option on lower trims. UCONNECT system is buggy |

## About You>

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 41,500 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle you were considering:** | Honda. |
| | Pilot. |
| | 2013. |
| **Which online data sources, if any, influenced your buying decision? (check all that apply)** | Consumer Reports. |

| About You> | |
|---|---|
| | Kelley Blue Book. |
| | Edmunds. |
| | Blogs (e.g., Truth About Cars). |
| | JD Power Reports. |
| | NHTSA or IIHS. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Fuel Economy ; Technology (FCW and Active Cruise Control) NOT available |
| **Secondary vehicle you were considering:** | Ford. |
| | Fusion. |
| | 2013. |
| **Primary vehicle in your household:** | New |
| | Subaru. |
| | Legacy Sedan (Natl). |
| | 2005. |
| **Secondary vehicle in your household:** | New |
| | Subaru. |
| | Forester (Natl). |
| | 2009. |
| **Which of the following best describes the area you live in?** | Urban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | PhD. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your total household income (before taxes)?** | $125,000 - $149,999. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG7EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/07/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | TBD V6 ENGINE | | | ***Serial#*** | 6046310612 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K096363167 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 1[redacted] | ***System Key*** | 232147711 | ***Report Version*** | 2 | ***Open Date*** | 06/04/2013 |
| ***Close Date*** | 06/04/2013 | ***Narrative Date*** | 06/06/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| **Continuous Quality Insight** | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Engine.<br>Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays.<br>Interior Climate Control. |

| **Uconnect Access** | |
|---|---|
| **Uconnect Access** | Search Engine.<br>Uconnect Store.<br>Uconnect Access Application.<br>Owner Connect Website.<br>Remote Features. |

| **Touchscreen Controls** | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display does not meet expectations.<br>Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| **Entertainment/Navigation System/Connectivity>Navigation System>** | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work.<br>Points of Interest incorrect. |

| **Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>** | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| **Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>** | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| **Entertainment/Navigation System/Connectivity>** | |
|---|---|
| **Please choose your cell phone carrier** | Sprint Nextel. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | IPhone 5 |

| **Entertainment/Navigation System/Connectivity>Navigation System>Navigation system freezes-up/will not work>** | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| **Points of Interest incorrect** | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Many incorrect |

| **Hands-Free Phone / Bluetooth system voice activation doesnt recognize command** | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | When entering a number. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | When entering information. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Remote Features | |
|---|---|
| **Remote Features** | Remote phone/email notifications are broken/not working.<br>Remote vehicle start is broken/not working. |

| Remote vehicle start is broken/not working | |
|---|---|
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **Please indicate which method was used for remote vehicle start (check all that apply):** | Remote vehicle start on phone.<br>Remote vehicle start on web. |
| **How long was your vehicle parked before activating the remote vehicle start?** | Less than 1 week. |
| **Additional Comments:** | Heat/AC unit turns itself off when using remote start. What good is remote start if the HVAC system turns off? |

| Remote phone/email notifications are broken/not working | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Not working with IPhone |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |

| Search engine | |
|---|---|
| **Bing** | Search engine works but is difficult to understand/use. |

| Search engine works but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Data entry very slow and takes way too long<br>Difficult to understand. |

| Uconnect Store | |
|---|---|
| **Uconnect Store** | Unable to use applications purchased. |

| Unable to use applications purchased | |
|---|---|
| **Please list the applications you are unable to use:** | applications lika Pandora, etc noe available but marketed. Very sad my 1 yr membership clock started and not all apps still available. Not quite fair as people purchasing in the future when the apps are available will actually have a full 1 year to use them.... I will not. |

| Uconnect Access Application | |
|---|---|
| **Uconnect Access Application** | Uconnect Access application does not work on my phone. |

| Uconnect Access application does not work on my phone | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Remote start feature turns off HVAC system. What good is a remote start with no heat or AC. |

| Owner Connect Website | |
|---|---|
| **Owner Connect Website** | Owner connect website dashboard is difficult to understand/use. |

| Owner connect website dashboard is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | SLOW.....VERY SLOW |

| Touchscreen Controls/Menu: Front Screen Display does not meet expectations | |
|---|---|
| **Please indicate why the front screen did not meet your expectations (check all that apply):** | Features magically check and uncheck themselves. Very troubled by the collision system we paid for. Many times when we check the settings it unchecked itself which would indicate it is not active however, the hard key is not illuminated which would indicate it is active... Which one am I to believe? Then later we turn off the vehicle and when restarted magically the onscreen check box is once again checked but it is set to near and not far. It cycles throughout this regularly. Feature to automatically lower vehicle after put into park is not there although it is discussed in several places in the manual. Called Jeep several times and brought to dealer with no explanation or resolve |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe the other trouble you experienced:** | Options magically check themselves on and off |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Adjustable Height Control.<br>Voice Activiation System. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Adjustable Height Control | |
|---|---|
| **Adjustable Height Control** | Adjustable height control is broken/not working. |

| Adjustable height control is broken/not working | |
|---|---|
| **Which height setting were you in, or trying to get into, when you experienced the trouble (check all that apply):** | promised an available selection in UConnect where it would automatically go to entry/exit mode when put into park. Discussed in several manuals. However, option not listed in UConnect... Need the press the buton every time to lower... Normally forget. Would like yo have this auto feature as promised in manual. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Auto lower feature not available as promised |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Features/Controls/Displays>Features and Controls>Voice Activiation System> | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

| Features/Controls/Displays>Features and Controls>Voice Activiation System>Voice Activation System works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Does not understand request |
| **Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):** | Navigation.<br>Audio.<br>Phone. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Uconnect checks and unchecks this feature buy itself. It also changes the selection fron near to far by itself. Turn off and restart the vehicle and it may recheck. I never tough this screen to change te selection. It magically does this on its own. Hard key does not illuminate so I believe it is still activated even when Uconnect uncheckes this feature. Scary though not knowing if safety system is actually on or off since te hard button and Uconnect check box do not match. |

| Brake System>Brake Operation> | |
|---|---|
| **Brake Operation** | Brake pedal feels mushy/soft. |

| Brake System>Brake Operation>Brake pedal feels mushy/soft> | |
|---|---|
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Brakes appear to be working fine but at low speed braking it feels like they are going hard to soft in a cycle |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Low speeds (1-25 MPH). |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Interior Climate Control>Operation and Performance> | |
|---|---|
| **Operation and Performance** | Front heating, ventilation and air conditioning vents are broken/not working. |

| Front heating, ventilation and air conditioning vents are broken/not working | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |

| Front heating, ventilation and air conditioning vents are broken/not working | |
|---|---|
| **Please indicate which control is broken/not working properly (check all that apply):** | Automatic climate controls (if equipped). |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | When using remote start the HVAC system turns off. Not sure what good a remote start does if te system turns off your HVAC |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Engine>Engine Noise (abnormal)> | |
|---|---|
| **Engine Noise (abnormal)** | Engine makes abnormal/excessive noises. |

| Engine>Engine Noise (abnormal)>Engine makes abnormal/excessive noises> | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **Engine noise sounds like (check all that apply):** | the happened one time |
| **Engine noise occurs while vehicle is (check all that apply):** | Decelerating. |
| **Engine noise occurs (check all that apply):** | Within first 5 minutes after starting vehicle. |
| **Engine noise occurs after vehicle is started at:** | Cold condition - first start of the day or after vehicle is off for 6+ hours. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Not fixed but not te dealers fault... The remaining issues are primarily with Uconnect |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | Uconnect issues continue to challenge a great experience. In addition to the items listed, the headlights fog up. Of course when they are turned on the heat removes the fog however, it does not look good with all that condensation in there. I am also afraid tat condensation will freeze in the winter... I will just wait to see. |
| **What has Chrysler done right?** | Excluding Uconnect which has a lot of issues, we love the vehicle. The 2014 is the nicest vehicle we have owned. We also have a Wrangler. We also love the unlimited warranty we purchased for the vehicle. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Uconnec [redacted] |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 4. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | It's a Jeep |
| **Is there anything about your new vehicle you would like to see changed?** | Uconnect reliability |

| Detail on High Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Blind spot monitor and adaptive cruise... Work fantastic.. Would never own a vehicle without again |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Uconnect reliability |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 47000 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | New |
| | Nissan. |
| | Maxima. |
| | 2007. |
| **Primary vehicle you were considering:** | New |
| | Volkswagen. |
| | Touareg. |
| | 2013. |

| About You> | |
|---|---|
| **Which online data sources, if any, influenced your buying decision? (check all that apply)** | Blogs (e.g., Truth About Cars). |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | it would never have the off road features of a Jeep |
| **Primary vehicle in your household:** | New<br>Ford.<br>1/2 Ton Trucks. |
| **Secondary vehicle in your household:** | Used<br>Jeep.<br>Wrangler Unlimited. |
| **Which of the following best describes the area you live in?** | Rural. |
| **What is your primary language?** | English. |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your ethnicity** | [redacted]. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG1EC17[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/23/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | TBD V6 ENGINE | | | ***Serial#*** | 6102311211 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K111361148 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 232428529 | ***Report Version*** | 2 | ***Open Date*** | 06/09/2013 |
| ***Close Date*** | 06/09/2013 | ***Narrative Date*** | 06/11/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| **Continuous Quality Insight** | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Transmission and Drivetrain.<br>Features/Controls/Displays.<br>Vehicle Exterior. |

| **Roof Rails** | |
|---|---|
| **Roof Rails** | Roof rails work, but are difficult to understand/use. |

| **Roof rails work, but are difficult to understand/use** | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Roof rails have no cross bars so they are useless. Why ship a vehicle that costs $50k with no roof rails?!? |

| **Uconnect Access** | |
|---|---|
| **Uconnect Access** | Search Engine.<br>Remote Features. |

| **Media** | |
|---|---|
| **Media** | Radio. |

| **Entertainment/Navigation System/Connectivity>Navigation System>** | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Difficulty accessing Points of Interest.<br>Points of Interest not well defined. |

| **Entertainment/Navigation System/Connectivity>** | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Samsung. |
| **Please tell us your cell phone model** | Note 2 |

| **Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>** | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | POI icons blink in and out while driving which sometimes requires changing the resolution to get them to reappear. |
| **Please indicate which navigation system item has trouble (check all that apply):** | Not intuitive as to how to get POIs that are found with a search to be displayed on the map. For example, when u need to find gas stations, you get a list that shows distance, name/brand but you cannot switch to a map view where all of the icons for the sewrch items appear. You can only choose one item from the list and then the system will direct you to it. |

| **Difficulty accessing Points of Interest** | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | See previous question for details - |

| **Radio** |
|---|

| Radio | |
|---|---|
| **Radio** | AM/FM/HD/Satellite radio channels have poor or no reception. |

| AM/FM/HD/Satellite radio channels have poor or no reception | |
|---|---|
| **Please indicate which frequency band has trouble (check all that apply):** | Sirius radio is always dropping out. Reception is very poor when compared to other new vehicles owned by other family members (Ford & GM). Driving through the same road at the same time, the radio will cut out when the Ford & GM vehicles have no problem. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Whenever there are obstructions around the vehicle |
| **Additional Comments:** | I recognize that this is a weakness of satellite reception that whenever there are obstructions around the vehicle the signal can be lost - BUT - the Jeep's reception seems to be exceptionally bad. |

| Remote Features | |
|---|---|
| **Remote Features** | Remote lock/unlock broken/not working. |

| Remote lock/unlock broken/not working | |
|---|---|
| **Please indicate which method was used for remote lock/unlock (check all that apply):** | Needed a remote vehicle unlock so called the service center to send a remote unlock signal to the vehicle. It did not work and we had to have someone physically come out to the vehicle to open the doors. |
| **How long was your vehicle parked before activating the remote lock/unlock?** | Less than 1 week. |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **Additional Comments:** | There was full cell coverage but the vehicle was parked under a tree. When the vehicle was finally unlocked, I specifically checked the Sirius radio reception immediately apon entering since I suspected thatthe poor satelitte reception could be part of the issue. The Sirius radio signal was totally blocked. This was another example where the Jeep could not get the signal, but the Ford & GM vehicles could. |

| Search engine | |
|---|---|
| **Bing** | Search engine works but is difficult to understand/use. |

| Search engine works but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | I do not like Bing as a search engine. I prefer Google. What about the idea that you give the customer the option to choose what search engine they want to use?!? I received an email indicating that the system is switching to Yelp as the search engine. My vehicle has not switched to this yet so I can't comment on it. |
| **Please describe the trouble you experienced:** | Items found in a search cannot be displayed in the map as icons (or atleast I have not figured out how to accomplish that yet.....) |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Door locks/keyless entry system.<br>Adjustable Height Control.<br>Cruise control system. |

| Features/Controls/Displays>Features and Controls>Door locks/keyless entry system> | |
|---|---|
| **Door locks/keyless entry system** | Remote keyless entry system works properly, but is difficult to understand/use. |

| Features/Controls/Displays>Features and Controls>Door locks/keyless entry system>Remote keyless entry system works properly, but is difficult to understand/use> | |
|---|---|
| **Please indicate why the remote keyless entry system controls are difficult to understand/use; layout is poor (check all that apply):** | Remote fob is quite large. More importantly, I have had buttons pressed while the unit is in my pocket - not a good thing when the system is setup so you keep the fob in your pocket when operating the vehicle!<br>The vehicle seems to lock itself unexpectedly. This has resulted in our getting locked out several times. Once that took 3-4 hours to get the vehicle opened because we were in a remote location and a physical person had to come out to open the door. |
| **Additional Comments:** | Forgot to mention this in the interior trim section - BUT - there door lock/unlock buttons are too easy to inadvertently press when opening and closing the door while grasping the arm rest. The lock button should be on the inside of the armrest. I've locked the vehicle unintentionally with my elbow when just sitting in the driver seat. |

| Adjustable Height Control | |
|---|---|
| **Adjustable Height Control** | Adjustable height control works, but is difficult to understand/use. |

| Adjustable height control works, but is difficult to understand/use | |
|---|---|
| **Please describe the trouble experienced with the adjustable height controls:** | Have had difficulty getting the park mode to engage (often need to lower the vehicle to enable elderly folk easier access in and out). |
| **Which height setting were you in, or trying to get into, when you experienced the trouble (check all that apply):** | See comments above |

| Features/Controls/Displays>Features and Controls>Cruise control system> | |
|---|---|
| **Cruise control system** | Cruise control system works properly, but difficult to understand/use; controls in a poor location. |

| Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Additional Comments:** | Wanted to give a very big thu,bs up to the team that designed the Adaptive Cruise Control feature. They did an outstanding job. Our system works very well in almost all types on traffic. The only situation that isn't good is heavy traffic. The problem in this situation is the vehicle follows too far behind the vehicle in front even on the lowest setting. The problem this cuases is that people are constantly cutting into your lane because of the wide open space which causes the vehicle to back of due to the proximity of the new vehicle. This behavior can result in you literally moving backward in the traffic stream as cars continue to cut in front of your vehicle into the wider than customary opening. |

| Transmission and Drivetrain>Automatic Transmission> | |
|---|---|
| **Automatic Transmission** | Hesitation or delay when shifting between gears.<br>Gear selector is difficult to operate (auto. trans.). |

| Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears> | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | Sometimes seems there is too long of a hesitation before downshifting once the accelerator is depressed |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Normal acceleration.<br>Hard acceleration. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

| Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)> | |
|---|---|
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | We are always searching for the desired gear which can be very annoying. |
| **Why is the gear selector difficult to operate?** | Operation of gear selector is confusing/doesn't make sense. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | Don't feel the gear selector is intuitive at all. What's wrong with the tried and true PRNDL setup where you move the selector to the appropriate location to choses the gear desired?!? |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | In general we love the new Jeep. The items we've listed are not deal breakers but are definitely areas that need improvement. Especially for such a high end vehicle. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| What Can We Do Better?> |
|---|
| **Feedback/Concerns:** |

| What Can We Do Better?> | |
|---|---|
| | It would be great if the antennae could be changed to a unit that works significantly better. As it stands now, we will not be renewing the Sirius subscription because of how often the radio cuts out while driving. |
| **What has Chrysler done right?** | There are many things that have been done right. The vehicle is extremely comfortable to drive and ride in. Many of the features are spot on. We've driven SUV's for a very long time. This vehicle has the best mileage of any previously owned SUV vehicle. It appears to accomplish this with no noticeable compromise in accelleration or power. One thing we haven't done yet is tow a trailer so we don't know how it will handle pulling a load but if it is able to do so in the same manner in which it currently drives..... We will be very satisfied. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Review the problem items mentioned in this survey. Daytime number is [redacted] |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 4. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 3. |
| **Support for popular music/video formats** | 3. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 3. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine performance during acceleration** | 4. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Fuel economy and driving range** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | Provide cross rails for the roof rack |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | CDI |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | New<br>Buick.<br>Enclave.<br>2010. |
| **Primary vehicle you were considering:** | New<br>Cadillac.<br>SRX.<br>2013. |
| **Which online data sources, if any, influenced your buying decision? (check all that apply)** | Consumer Reports.<br>Edmunds.<br>Blogs (e.g., Truth About Cars).<br>NHTSA or IIHS. |
| **Secondary vehicle in your household:** | New<br>Jeep.<br>Wrangler.<br>2012. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted]. |
| **What is your total household income (before taxes)?** | More than $200,000. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT7EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/26/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6081310870 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M346208011 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 232703977 | ***Report Version*** | 2 | ***Open Date*** | 06/12/2013 |
| ***Close Date*** | 06/12/2013 | ***Narrative Date*** | 06/14/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Interior Trim/Storage/Windows.<br>Vehicle Exterior. |

### Vehicle Exterior>Exterior Appearance/Paint:>

| | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off.<br>Body panels/doors misaligned/excessive gaps/poor fit.<br>Paint blemish/dirt in paint/foreign material under surface. |

### Vehicle Exterior>Front Doors>

| | |
|---|---|
| **Front Doors** | Front doors are difficult to open/close. |

### Vehicle Exterior>Lights>

| | |
|---|---|
| **Lights** | Adaptive front lighting system broken/not working.<br>Fog/water/condensation in exterior light lenses. |

### Vehicle Exterior>Front Doors>Front doors are difficult to open/close>

| | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to close. |
| **Please indicate which door is difficult to open/close (check all that apply):** | Passenger's side front door. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Whenever the door is closed |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Adaptive front lighting system broken/not working

| | |
|---|---|
| **Please indicate which headlight is not working properly (check all that apply):** | Driver's side headlight.<br>Passenger's side headlight. |
| **Please indicate the trouble experienced with the Adaptive Front Lighting System (check all that apply):** | Does not track properly while going uphill.<br>Does not track properly while going downhill.<br>Does not track properly while turning left.<br>Does not track properly while turning right. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Vehicle Exterior>Lights>Fog/water/condensation in exterior light lenses>

| | |
|---|---|
| **Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):** | Driver's side headlight.<br>Passenger's side headlight. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Vehicle Exterior>Exterior Appearance/Paint:>Exterior moldings/trim pieces loose/misaligned/falling off> | |
|---|---|
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Bumper cover not installed correctly<br>Bumper cover not installed correctly |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Vehicle Exterior>Exterior Appearance/Paint:>Body panels/doors misaligned/excessive gaps/poor fit> | |
|---|---|
| **Please indicate the location of the trouble (check all that apply):** | Bumper cover not installed correctly<br>Bumper cover not installed correctly |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Vehicle Exterior>Exterior Appearance/Paint:>Paint blemish/dirt in paint/foreign material under surface> | |
|---|---|
| **Please indicate the location of the paint issue (check all that apply):** | Black specs under paint |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth> | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition> | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | iPhone |
| **If known, please tell us your software version** | iOS 6 |
| **Entertainment/Navigation System/Connectivity** | None |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system freezes-up/will not work> | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | Random freezes and hard resets |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Please indicate which words, if any, are constantly misrecognized:** | All words |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | When entering a number.<br>When stating a name. |
| **What button did you use?** | Steering wheel |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | When entering information.<br>When stating a name. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Interior Trim/Storage/Windows>Appearance> | |
|---|---|
| **Appearance** | Headliner has gaps/poor fit. |

| Interior Trim/Storage/Windows>Broken/Damaged> | |
|---|---|
| **Broken/Damaged** | Instrument panel/dashboard is broken/damaged. |

| Interior Trim/Storage/Windows>Broken/Damaged>Instrument panel/dashboard is broken/damaged> | |
|---|---|
| **Please describe in the box below where on the instrument panel/dashboard the trouble with broken/damaged materials is located:** | Scratch on leather dash passenger side |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Interior Trim/Storage/Windows>Broken/Damaged>Instrument panel/dashboard is broken/damaged> | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | Dealer would not replace dash |

| Interior Trim/Storage/Windows>Appearance>Headliner has gaps/poor fit> | |
|---|---|
| **Please describe in the box below where on the headliner the trouble with excessive gaps/poor fit of materials is located:** | Poor fit at front a pillars |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 2 (disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 2 (dissatisfied). |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | Better attention to fit and finish |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Poor build quality and dealer issues [redacted] |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Clarity of sound** | 4. |
| **Integration with phones** | 3. |
| **Integration with media players** | 2. |
| **Navigation system route accuracy** | 3. |
| **Support for popular music/video formats** | 3. |
| **Exterior design and appearance (overall impression)** | 2. |
| **Appearance of exterior paint** | 2. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 1. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 3. |
| **Rear view styling (rear fascia, bumper)** | 1. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Headlight illumination/performance during night-time driving** | 3. |
| **Interior comfort, design and appearance of interior (overall impression)** | 2. |
| **Vehicle storage and space usage** | 3. |
| **Head/leg/foot room** | 3. |
| **Ease of getting into and out of vehicle** | 3. |
| **Interior noise level while driving** | 3. |
| **Seat adjustment and comfort** | 3. |
| **Steering wheel adjustment** | 4. |
| | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 4. |
| **Climate control operation (function and ease of use)** | 2. |
| **Engine performance during acceleration** | 4. |
| **Engine sound** | 4. |
| **Engine exhaust sound** | 4. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Fuel economy and driving range** | 3. |
| **Brake responsiveness/effort** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 1. |
| **How do you feel about the durability of your new vehicle?** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **What is your attitude overall towards your new car?** | 2. |
| **What is your attitude overall towards the BRAND of your new car?** | 2. |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | New |
| | BMW. |
| | 5 Series. |
| | 2009. |
| **Primary vehicle you were considering:** | Land Rover. |
| | Range Rover Sport. |
| | 2013. |
| **Which online data sources, if any, influenced your buying decision? (check all that apply)** | Consumer Reports. |
| | Edmunds. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted]e. |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted] |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT7E[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/06/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6108311104 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M102385585 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 233180703 | ***Report Version*** | 1 | ***Open Date*** | 06/19/2013 |
| ***Close Date*** | 06/19/2013 | ***Narrative Date*** | 06/20/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Features/Controls/Displays.<br>Vehicle Exterior.<br>Seats.<br>Interior Trim/Storage/Windows.<br>Transmission and Drivetrain.<br>Entertainment/Navigation System/Connectivity.<br>Steering, Handling, and Ride.<br>Off-Road.<br>Other. |

### Roof Rails

| | |
|---|---|
| **Roof Rails** | Roof rails work, but are difficult to understand/use. |

### Roof rails work, but are difficult to understand/use

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Disappointed there are no integrated cross rails like my '97 Jeep Grand Cherokee had. Aftermarket crossrails never look right. |

### Uconnect Access

| | |
|---|---|
| **Uconnect Access** | Uconnect Store.<br>Uconnect Access Application.<br>Remote Features. |

### Media

| | |
|---|---|
| **Media** | SD. |

### Entertainment/Navigation System/Connectivity>Speakers>

| | |
|---|---|
| **Speakers** | Speakers have poor sound quality. |

### Entertainment/Navigation System/Connectivity>Navigation System>

| | |
|---|---|
| **Navigation System** | Difficulty accessing Points of Interest.<br>Points of Interest not well defined. |

### Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>

| | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command.<br>Voice Recognition feature does not have enough functions available. |

### Entertainment/Navigation System/Connectivity>

| | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | iPhone 5 |
| **If known, please tell us your software version** | 6.x |
| **Entertainment/Navigation System/Connectivity** | |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| | 16 gig SD card. If I don't lock the SD card the uConnect corrupts the data on it - other owners have reported this too. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | I speak very clearly and don't have any weird accent, but half the time the thing doesn't know what I'm saying. Part of that is because it has such a limited vocabulary that if I don't remember the exact way to speak a command it does something random. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Recognition feature does not have enough functions available> | |
|---|---|
| **Please describe additional functions you would like to have:** | Voice control over just about everything from seat ventilation to more navigation options. |

| SD | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | SD will get corrupted if it isn't locked. uConnect appears to corrupt the files on the card if the card is left unlocked. Other owners have reported this problem online. |
| **Where is the location of the media port?** | Radio/center stack. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | When SD card's lock switch is left unlocked |

| Speakers have poor sound quality | |
|---|---|
| **Please indicate which speaker has trouble (check all that apply):** | Very low fidelity sounding system. Worst I've heard in a luxury car... ever. Fiddling with the Bass, Mid, Trebel doesn't really help much. |
| **Please indicate which media sources were being played (check all that apply):** | USB Drive.<br>Bluetooth Streaming.<br>FM.<br>SD.<br>Satellite Radio. |
| **Trouble with speaker occurs:** | At all volume levels. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Hard to use - too many button presses to get to them. |
| **Additional Comments:** | Would be nice of the voice command system recognized POI commands correctly. |

| Points of Interest not well defined | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Seems there should be more categories |

| Remote Features | |
|---|---|
| **Remote Features** | Remote vehicle start is broken/not working. |

| Remote vehicle start is broken/not working | |
|---|---|
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **Please indicate which method was used for remote vehicle start (check all that apply):** | Remote vehicle start on phone. |
| **How long was your vehicle parked before activating the remote vehicle start?** | Less than 1 week. |
| **Additional Comments:** | It works, but the Remote Start turns the A/C *off* instead of *on*. The only reason to have Remote Start is to get the car cooled down before you get into it, but this feature actually turns the AC off even if it was already on when I left the car. |

| Uconnect Store | |
|---|---|
| **Uconnect Store** | Uconnect store works but is difficult to understand/use. |

| Uconnect store works but is difficult to understand/use |
|---|
| |

| Uconnect store works but is difficult to understand/use | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Slowwwww.... |
| **Additional Comments:** | The uConnect store doesn't seem to have anything that actually matters. I mean why have Bing? Everyone has an iPhone and can get much faster and efficient searches with that instead. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Wipers and washers.<br>Turn signals.<br>Side window operation/controls.<br>Adjustable Height Control.<br>Cruise control system.<br>Voice Activiation System. |

| Features/Controls/Displays>Features and Controls>Wipers and washers> | |
|---|---|
| **Wipers and washers** | Rain sensing wiper controls work properly, but difficult to understand/use; in a poor location. |

| Rain sensing wiper controls work properly, but difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | There isn't really any indication that there is an auto-mode at all. Most people wouldn't even know it's there unless they read about it in the manual.<br>Still unclear about how the wiper speed delay setting is also the auto-sensitivity setting.<br>Too far away from steering wheel, and the stalk isn't long enough. I have to reach around to get to the turn indicator. |

| Features/Controls/Displays>Features and Controls>Turn signals> | |
|---|---|
| **Turn signals** | Turn signal controls work properly, but are difficult to understand/use; are in a poor location. |

| Features/Controls/Displays>Features and Controls>Turn signals>Turn signal controls work properly, but are difficult to understand/use; are in a poor location> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Too far back from steering wheel, and the stalk isn't long enough. Have to reach around to get it sometimes. |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Too far back from steering wheel, and the stalk isn't long enough. Have to reach around to get it sometimes. |

| Features/Controls/Displays>Features and Controls>Side window operation/controls> | |
|---|---|
| **Side window operation/controls** | Side window works properly, but is difficult to understand/use; controls are in a poor location. |

| Features/Controls/Displays>Features and Controls>Side window operation/controls>Side window works properly, but is difficult to understand/use; controls are in a poor location> | |
|---|---|
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Only the front windows have the auto-open/close switch. I wish all 4 windows had this. |

| Adjustable Height Control | |
|---|---|
| **Adjustable Height Control** | Adjustable height control works, but is difficult to understand/use. |

| Adjustable height control works, but is difficult to understand/use | |
|---|---|
| **Please describe the trouble experienced with the adjustable height controls:** | Requires too many steps. |
| **Which height setting were you in, or trying to get into, when you experienced the trouble (check all that apply):** | I have to remember to press the Park Mode button every time, and it doesn't continue once a door is open or the car is turned off. It should go into Park mode automatically every time the car is put into park. There should at least be an option for that. |

| Features/Controls/Displays>Features and Controls>Cruise control system> | |
|---|---|
| **Cruise control system** | Cruise control system works properly, but difficult to understand/use; controls in a poor location. |

| Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Please indicate why the cruise control system controls are difficult to understand/use; are in a poor location (check all that apply):** | I love the adaptive cruise control! However, I hate that every time I go down a hill it won't let me just coast. It's either hitting the brakes or dropping me into a lower gear to keep me at the set speed. Very annoying! The only time Cruise Control should slow me down is when I'm in adaptive |

| Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| | mode and there's a car in front of me, but never when I'm simply accelerating down a hill. |

| Features/Controls/Displays>Features and Controls>Voice Activiation System> | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

| Features/Controls/Displays>Features and Controls>Voice Activiation System>Voice Activation System works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Doesn't understand me half the time, and its vocabulary is too limited. |
| **Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):** | Totally useless for navigation. It never understands anything I'm saying other than "Go Home". |

| Seats>Adjustments and Controls> | |
|---|---|
| **Adjustments and Controls** | Ventilated seat is broken/not working. |
| | Ventilated seat controls are difficult to understand/use. |

| Seats>Seat Material> | |
|---|---|
| **Seat Material** | Seat material concerns. |

| Ventilated seat is broken/not working | |
|---|---|
| **Ventilated seat is broken/not working** | Ventilated seat will not cool enough/at all/fast enough. |
| | Ventilated seat temperature cannot be maintained. |

| Ventilated seat will not cool enough/at all/fast enough | |
|---|---|
| **Please indicate which seat has trouble (check all that apply):** | I can't hardly ever tell when it's on because it has so little effect. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | The uConnect always changes the ventilated seat setting from Hi to Low or off every time I start the car. It won't remember my setting. Even if it did, the seats hardly blow any air, and most of the time it's not even cool air. I really wish there was a physical button to turn this on rather than having to go thru uConnect every time. |

| Ventilated seat temperature cannot be maintained | |
|---|---|
| **Please indicate which seat has trouble (check all that apply):** | On very rare occasions it actually seems to blow cool air, but only about 1 in 20 times I use it. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Ventilated seat controls are difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | It's a hassle having to go thru uConnect to turn it on every time. |
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | It's a hassle having to go thru uConnect to turn it on every time. |
| | It's a hassle having to go thru uConnect to turn it on every time. |
| | It's a hassle having to go thru uConnect to turn it on every time. |

| Seats>Seat Material>Seat material concerns> | |
|---|---|
| **Please indicate which seat has trouble with its material (check all that apply):** | Seats are hard as a rock. My ass hurts after a long drive. My old '97 JGC had really comfortable seats. |
| | Seats are hard as a rock. My ass hurts after a long drive. My old '97 JGC had really comfortable seats. |
| | Seats are hard as a rock. My ass hurts after a long drive. My old '97 JGC had really comfortable seats. |
| | Seats are hard as a rock. My ass hurts after a long drive. My old '97 JGC had really comfortable seats. |
| | Seats are hard as a rock. My ass hurts after a long drive. My old '97 JGC had really comfortable seats. |
| **Seat material trouble is:** | Other (please describe). |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Seats>Seat Material>Seat material concerns> | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Steering, Handling, and Ride>Steering and Handling> | |
|---|---|
| **Steering and Handling** | Steering system/wheel has too much play, feels loose. |

| Steering, Handling, and Ride>Steering and Handling>Steering system/wheel has too much play, feels loose> | |
|---|---|
| **Trouble occurs while traveling at these speeds (check all that apply):** | Seems that I have to turn the wheel way more than I should when turning left or right at a street intersection. The steering ratio/sensitivity should be much better. Seems I have to turn the wheel around twice to make a simple turn. In most cars I only have to turn the wheel about 1/3rd of the way around to do that. |
| **Trouble occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Transmission and Drivetrain>Automatic Transmission> | |
|---|---|
| **Automatic Transmission** | Shifts at wrong times. |

| Transmission and Drivetrain>Automatic Transmission>Shifts at wrong times> | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | Sometimes at low speeds the car downshifts into too low of a gear which make the car drag when I let off the gas. I often have to use the paddle shifters to shift back up so the car keeps moving/coasting. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Maintaining a fairly constant speed on level roads. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.<br>Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Off-Road Features and Functions | |
|---|---|
| **Off-Road Features and Functions** | Issues with vehicle ground clearance.<br>Issues with wheels and tires in off-road conditions.<br>Issues with noise or vibration during difficult driving conditions. |

| Vehicle Performance driving on Rocks / Boulders / Inclines / Very Rough Terrain | |
|---|---|
| **Vehicle Performance driving on Rocks / Boulders / Inclines / Very Rough Terrain** | Vehicle exhibits poor ride when driving on rocks/inclines/boulders/very rough terrain.<br>Vehicle exhibits poor traction on rocks/inclines/boulders/very rough terrain. |

| Vehicle exhibits poor ride when driving on rocks/inclines/boulders/very rough terrain | |
|---|---|
| **Please indicate how poorly the vehicle performed:** | Considerably bumpier and "bangy" the offroad ride is compared with my previous SUV which was a Lexus GX470 |
| **Trouble occurs at these speeds (check all that apply):** | Driving on bumpy terrain causes loud banging sounds, and the car bounces all over the place. The suspension doesn't seem to absorb much. |
| **Trouble occurs under these surface conditions (check all that apply):** | Bumpy or uneven surface. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle exhibits poor traction on rocks/inclines/boulders/very rough terrain | |
|---|---|
| **Please indicate how severe the issue is:** | My Lexus GX 470 almost never slipped at all going offroad at my ranch, but the Jeep seems to slip a lot, and it's got the onroad-offroad tires. My Lexus just had street tires on it, yet it could go right up the steep gravel inclines without any problem at all. |
| **Please indicate the nature of the traction issue you experienced** | My Lexus GX 470 almost never slipped at all going offroad at my ranch, but the Jeep seems to slip a lot, and it's got the onroad-offroad tires. My Lexus just had street tires on it, yet it could go right up the steep gravel inclines without any problem at all.<br>My Lexus GX 470 almost never slipped at all going offroad at my ranch, but the Jeep seems to slip a lot, and it's got the onroad-offroad tires. My Lexus just had street tires on it, yet it could go right up the steep gravel inclines without any problem at all. |

| Vehicle exhibits poor traction on rocks/inclines/boulders/very rough terrain | |
|---|---|
| **Trouble occurs at these speeds (check all that apply):** | When driving at very low speeds (0-10 MPH). |
| **Trouble occurs under these surface conditions (check all that apply):** | Uphill. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Issues with vehicle ground clearance | |
|---|---|
| **Please indicate on what surfaces you are experiencing issues. (check all that apply)** | Front fascia of car looks great, but it's too low and can easily hit things when, the terrain abruptly goes uphill. This isn't a front fascia that will do well upon impact - significant damage will occur. |
| | Dirt/gravel roads. |
| **Please indicate the nature of the issue you are experiencing. (check all that apply):** | Front fascia of car looks great, but it's too low and can easily hit things when, the terrain abruptly goes uphill. This isn't a front fascia that will do well upon impact - significant damage will occur. |
| **Trouble occurs under these surface conditions (check all that apply):** | Uphill. |
| | Bumpy or uneven surface. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Issues with noise or vibration during difficult driving conditions | |
|---|---|
| **Please indicate on what surfaces you are experiencing issues. (check all that apply)** | Whenever there is a hard bump the car makes a horrible "Bang!" sound. |
| | Whenever there is a hard bump the car makes a horrible "Bang!" sound. |
| **Please indicate what is causing the issue (select all that apply)** | Whenever there is a hard bump the car makes a horrible "Bang!" sound. |
| **Trouble occurs at these speeds. (check all that apply):** | When driving at very low speeds (0-10 MPH). |
| **Trouble occurs under these surface conditions (check all that apply):** | Bumpy or uneven surface. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Other> | |
|---|---|
| **Please describe the other trouble you experienced:** | No front parking sensors. How can a car with all this technology including collision warning sensors not have front parking sensors? They put them on the back which is unnecessary because I can see with the backup camera, but they didn't put them on the front where they're really needed. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Parking or offroading while trying to avoid obstacles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | First good American car I've ever owned. My old '97 Jeep was crap, but this one is excellent despite some flaws. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 2 (disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | It would be nice if it actually gave me information about my car. I'd like to be able to find it in a parking lot, so the car could use its GPS to tell the app where it is and then have the app display that on a map it would be much more useful. Also, being able to remotely setup the settings might be nice. |
| **What information did you need that was not included in the Smartphone Application?** | Location of vehicle. |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | Remote unlock. Useful if key gets locked in car or key is lost. |
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | Remote engine start. It turns *off* the A/C instead of turning it on, thus, it's entirely useless because why else would anyone want to remotely turn on the engine? |

| What Can We Do Better?> | |
|---|---|
| **What has Chrysler done right?** | Finally built a great car! The interior is how first class, and the car doesn't feel like an American-made PoS. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 5[redacted] |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 2. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 3. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 3. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 2. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine performance during acceleration** | 4. |
| **Engine sound** | 2. |
| **Engine exhaust sound** | 3. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 3. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **What are your favorite parts of your new vehicle?** | Adaptive Cruise Control, and all of the audio options in uConnect |
| **Is there anything about your new vehicle you would like to see changed?** | Needs front parking sensors badly! Ability to set suspension stiffness (ie. comfort vs. sport suspension) |

| Detail on High Rated Items | |
|---|---|
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | I love the uConnect! I love having access to the usual stuff plus HD radio, SXM radio, SD card, etc. uConnect interface is one of the best I've used. |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | Nice big and responsive buttons on screen, plus lots of traditional analog switches and knobs. Don't ever get rid of the switches and knobs! |

| Detail on High Rated Items | |
|---|---|
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | Best looking Jeep ever! |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | A little worried about how low the fascia is during offroading, but it looks great! Love the chromed tow hooks. |
| **You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.** | Lots and lots of great storage! Love how the bins are illuminated at night. |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | I'm a smaller person at [redacted]' and it's perfect for me. |
| **You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.** | Best nighttime interior lighting I've ever seen. |
| **You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.** | Love the adaptive cruise control, the blind spot monitoring, and collision warning. |
| **You rated the value of your new car High. Use this space to provide any specific comments you would like to share.** | That's a lot of tech for the price. Same tech in Lexus or Land Rover would be tens of thousands more. |
| **You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.** | Especially happy that it still runs on regular gas so I don't have to pay 25 cents more per gallon. Plus, I'm getting 22.5mpg on the highway most times. Often I get 24mpg if it's flat. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | I was very surprised that it doesn't do as well offroading at my ranch compared with my Lexus GX 470. Also, I was shocked that it didn't have front parking sensors. Disappointed that seats are so rock-hard, and don't hold me in place during turns. |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 48,000 or thereabouts |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | new |
| | Lexus. |
| | GX 460. |
| | 2010. |
| **Primary vehicle you were considering:** | New |
| | Lexus. |
| | GX 460. |
| | 2013. |
| **Which online data sources, if any, influenced your buying decision? (check all that apply)** | Consumer Reports. |
| | Kelley Blue Book. |
| | Edmunds. |
| | Blogs (e.g., Truth About Cars). |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Lots of bad design changes from my older GX 470 |
| **Primary vehicle in your household:** | New |
| | Aston Martin. |
| | Vantage. |
| | 2009. |
| **Secondary vehicle in your household:** | New |
| | Fisker. |
| | Karma. |
| | 2012. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted]n. |
| **What is your total household income (before taxes)?** | More than $200,000. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG3EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/18/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | TBD V6 ENGINE | | | ***Serial#*** | 6035310397 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K048363396 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 1[redacted] | ***System Key*** | 233180633 | ***Report Version*** | 2 | ***Open Date*** | 06/19/2013 |
| ***Close Date*** | 06/19/2013 | ***Narrative Date*** | 06/21/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Vehicle Exterior.<br>Interior Trim/Storage/Windows.<br>Features/Controls/Displays.<br>Engine.<br>Entertainment/Navigation System/Connectivity. |

### Vehicle Exterior>Exterior Appearance/Paint:>

| | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off.<br>Body panels/doors misaligned/excessive gaps/poor fit. |

### Vehicle Exterior>Front Doors>

| | |
|---|---|
| **Front Doors** | Front doors are difficult to open/close. |

### Vehicle Exterior>Exterior Appearance/Paint:>Exterior moldings/trim pieces loose/misaligned/falling off>

| | |
|---|---|
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Plastic mold around wheel well is coming off and does not fit correctly. |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is poorly aligned or fitted. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Vehicle Exterior>Front Doors>Front doors are difficult to open/close>

| | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Drivers door does not close easily |
| **Please indicate which door is difficult to open/close (check all that apply):** | see above |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Hard Controls/Menu

| | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front Screen Display does not meet expectations. |

### Touchscreen Controls

| | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.<br>Touchscreen Controls/Menu: Front Screen Display does not meet expectations. |

### Text Messaging

| | |
|---|---|
| **Text Messaging** | Text messaging broken/not working. |

### Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth> | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system is difficult to use. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | 4S |

| Text messaging broken/not working | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | I cannot get that far |
| | Just does not work |
| | Voice Command (VR button on steering wheel) does not recognize input. |
| | Voice Command (VR button on steering wheel) cut off before I was finished. |
| | Voice Command (VR button on steering wheel) takes too long to respond. |
| **Do you have the Uconnect Access free form speech option?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system is difficult to use> | |
|---|---|
| **Do you recall specific commands that you were using?** | text message |
| **Please indicate why the hands-free phone / bluetooth system is difficult to use:** | Voice commands are not recognized correctly. |
| **Please indicate which system commands you were using at the time of trouble (check all that apply):** | FM. |
| | Satellite radio. |
| | Navigation. |

| Hard controls/menus: Front Screen Display does not meet expectations | |
|---|---|
| **Please indicate why the front screen did not meet your expectations (check all that apply):** | All the control buttons take up too much of the screen area |
| | Display too small. |

| Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | slow to respond to touch and dangerous to use them. |
| | Poor location. |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | small and hard to see. |
| | Navigation system controls. |
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | dont respond quickly so you have to take your eyes off road too much |
| | Controls require too much attention (must take eyes off the road) to operate. |
| | Touchscreen is slow to respond. |
| | Controls are not sensitive enough. |
| | Controls are not easy to reach. |

| Touchscreen Controls/Menu: Front Screen Display does not meet expectations | |
|---|---|
| **Please indicate why the front screen did not meet your expectations (check all that apply):** | controls take up too much space |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Door locks/keyless entry system. |

| Interior Trim/Storage/Windows>Abnormal Noises> | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from instrument panel/dashboard. |

| Interior Trim/Storage/Windows>Appearance> | |
|---|---|
| **Appearance** | Door panels have gaps/poor fit. |

| Interior Trim/Storage/Windows>Appearance>Door panels have gaps/poor fit> | |
|---|---|
| **Please indicate which interior door panels had gaps/poor fit (check all that apply):** | too wide |
| | too much of a gap |
| | Driver's side rear door. |
| | Passenger's side rear door. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from instrument panel/dashboard> | |
|---|---|
| **Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:** | Cannot determine but seems to be around steering wheel |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Hand Brake/Parking Brake | |
|---|---|
| **Hand Brake/Parking Brake** | Hand brake/parking brake control is poorly located. |

| Hand brake/parking brake control is poorly located | |
|---|---|
| **Why is the parking brake poorly located? (check all that apply):** | tend to hit it entering or exiting car as it sticks out and in your way. |

| Engine>Engine power> | |
|---|---|
| **Engine power** | Engine power is less than expected. |

| Engine>Engine Fuel consumption> | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Engine>Engine power>Engine power is less than expected> | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **Trouble occurs while vehicle is (check all that apply):** | Accelerating. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?** | No. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Engine>Engine Fuel consumption>Fuel consumption is worse than expected> | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | Yes. |
| **Where do you do most of your driving?** | Highway/freeway driving (speeds held fairly constant above 45 mph). |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Please explain further about your choice to recommend your vehicle:** | The Forward Collision system does not work and I cannot find a dealer that understands the system. The Active braking does not work and I have been to 3 dealers. They say the specs are not available because the system is so new! |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | I would like someone to explain how the FCW system is supposed to work. |
| **What has Chrysler done right?** | Nothing so far. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 51[redacted] |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Clarity of sound** | 4. |
| **Ease of using system displays while driving** | 2. |
| **Integration with phones** | 4. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 3. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 3. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Vehicle storage and space usage** | 3. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 3. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 4. |
| **Climate control operation (function and ease of use)** | 3. |
| **Engine performance during acceleration** | 2. |
| **Engine sound** | 3. |
| **Engine exhaust sound** | 3. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 1. |
| **Brake responsiveness/effort** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Ride quality** | 3. |
| **Steering and handling (responsiveness, stability)** | 3. |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **What is your attitude overall towards your new car?** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 2. |
| **What are your favorite parts of your new vehicle?** | Nice appearance inside and outside |
| **Is there anything about your new vehicle you would like to see changed?** | The FCW system is awful |

| Detail on High Rated Items | |
|---|---|
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | I have a bad back and this is one of the reasons I switched to a SUV |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | So far none. |

| Detail on Low Rated Items | |
|---|---|
| **You rated fuel economy and driving range Low. Use this space to provide any specific comments you would like to share.** | |

| Detail on Low Rated Items | |
|---|---|
| | I drive a lot on the highway and so far my overall average is below 19mpg. I would think it should above 20 at least and i have the economy mode on all the time. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | The FCW does not work at all and no dealer understands how to even check this without crashing the vehicle. This is disappointing that I cannot get anyone knowledgeable to speak to about this. |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | $49,500 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | new<br>Lexus.<br>LS 460.<br>2008. |
| **Primary vehicle you were considering:** | new<br>BMW.<br>X5.<br>2013. |
| **Which online data sources, if any, influenced your buying decision? (check all that apply)** | Consumer Reports.<br>Kelley Blue Book.<br>Edmunds.<br>Blogs (e.g., Truth About Cars).<br>JD Power Reports. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | The features were similiar but the price made the only difference. |
| **Secondary vehicle you were considering:** | new<br>Audi.<br>Q7.<br>2013. |
| **Primary vehicle in your household:** | new<br>Lexus.<br>LS 460.<br>2008. |
| **Secondary vehicle in your household:** | used<br>Acura.<br>TL.<br>2004. |
| **Which of the following best describes the area you live in?** | Urban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted]. |
| **What is your total household income (before taxes)?** | More than $200,000. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG6EC[redacted]1 | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/09/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | TBD V6 ENGINE | | | ***Serial#*** | 6120310723 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K127363066 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 233260893 | ***Report Version*** | 2 | ***Open Date*** | 06/20/2013 |
| ***Close Date*** | 06/20/2013 | ***Narrative Date*** | 06/24/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Features/Controls/Displays.<br>Steering, Handling, and Ride. |

### Features/Controls/Displays>Features and Controls>

| | |
|---|---|
| **Features and Controls** | Adjustable Height Control.<br>Cruise control system. |

### Features/Controls/Displays>Displays and Instruments>

| | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

### Adjustable Height Control

| | |
|---|---|
| **Adjustable Height Control** | Adjustable height control is broken/not working.<br>Adjustable height control works, but is difficult to understand/use. |

### Adjustable height control is broken/not working

| | |
|---|---|
| **Which height setting were you in, or trying to get into, when you experienced the trouble (check all that apply):** | Get message "Air ride cooling, please wait" with some regualrity<br>Really hard to use. How about going back to an option to allow lowering when transmission placed in park.<br>Get message "Air ride cooling, please wait" with some regualrity |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | At random |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | Noises behind the passenger rear seat when driving, making turns, accelerating up hill, and at random |

### Adjustable height control works, but is difficult to understand/use

| | |
|---|---|
| **Please describe the trouble experienced with the adjustable height controls:** | Several flashing lights but not clear what they mean<br>Since I must press "lower" to go into "entry/exit", it is hard for the driver to reach.<br>Since I must press "lower" to go into "entry/exit", it is hard for the driver to see.<br>Your vendor should have evaluated existing GUI interfaces (Android, iPad, Windows 8) and built the display more inline with what people are accustomed to. Look at the Ford and GM displays to see what I mean. The inconsistent usability is annoying. Some one look at an Android phone for good consistency. I worked in human factors and usibility for 5 years and this GUI would have been a failure. |
| **Which height setting were you in, or trying to get into, when you experienced the trouble (check all that apply):** | Normal ride height.<br>Park Mode.<br>Aero Mode. |
| **Additional Comments:** | Nice idea, bad implementation. I owned a 2008 Land Rover LR3 and its air suspension was a delight. Never had to touch a thing. |

| Adjustable height control works, but is difficult to understand/use |
|---|

| Features/Controls/Displays>Features and Controls>Cruise control system> | |
|---|---|
| **Cruise control system** | Cruise control system works properly, but difficult to understand/use; controls in a poor location. |

| Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Please indicate why the cruise control system controls are difficult to understand/use; are in a poor location (check all that apply):** | I really don't understand the adaptive cruise control. Sometimes it seems to work, other times it seems to do nothing. |
| **Additional Comments:** | The paddles should disconnect the cruise control. Now if I am in cruise and reach a hill and wish to slow down by pressing the "-" paddle, the engine revs up and the speed is maintained at the cruise speed. This should act just like application of the brake. This is a safety issue! My 2012 Jeep Grand Cherokee Limited sport shift DID disengage the cruise on down shift. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | If this is related to the cruise control, then see those comments. |

| Steering, Handling, and Ride>Noise and Vibration> | |
|---|---|
| **Noise and Vibration** | Abnormal noises coming from under vehicle. |

| Steering, Handling, and Ride>Noise and Vibration>Abnormal noises coming from under vehicle> | |
|---|---|
| **How loud is the noise?** | Moderate. |
| **Noise sounds like (Check all that apply):** | Moaning. |
| | Humming. |
| **From what area of the vehicle is the noise coming?** | Passenger's side - rear. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | See the comments on the Air Suspension |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | See the comments on the Air Suspension |

| Interior Climate Control>Operation and Performance> | |
|---|---|
| **Operation and Performance** | Front heating, ventilation and air conditioning vents are broken/not working. |

| Front heating, ventilation and air conditioning vents are broken/not working | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which control is broken/not working properly (check all that apply):** | Remote start doesn't activate the climate system. The only thing remote start does is start the engine. At engine stop the climate control is in automatic and my key fob setting have been stored. When I start the car remotely all that happens is the lights flash, horn honks twice, and the engine starts, nothing else happens. Makes remote start useless. Both previous Chrysler products I owned (2008 Aspen, 2012 GC Ltd) remote start started the climate control with the last setting in use. I'm going to guess this is also part of the new, very poorly designed and written main display system. On a personal note, I've been in the computer business for 50 years and this is a system I would love to get my hands on and fix. |
| **Please describe conditions when this trouble occurs:** | Evry time I use remote start. Really annoying when it is 100 F out and the car has been sititng for a few hours. Can't wait for -10F this winter. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | Find a vendor who know how to design and write a graphics user interface that is usable and functional. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJGXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/03/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | TBD V6 ENGINE | | | ***Serial#*** | 6113311037 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K122363497 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 233505489 | ***Report Version*** | 2 | ***Open Date*** | 06/22/2013 |
| ***Close Date*** | 06/24/2013 | ***Narrative Date*** | 06/26/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Other. |

### Other>

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe the other trouble you experienced:** | Your manual refers to a setting that allows the air suspension to go into the exit level when the transmission is put into park, I do not have that selection |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | when entering and exiting the auto |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |

### Contact Me>

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Air suspension offered but not available on my auto [redacted] |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 3. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 4. |
| **Engine exhaust sound** | 4. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Brake responsiveness/effort** | 4. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | Adaptive cruise control and blind side warning |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | don't offer a options that is not available |
| **What has Chrysler done right?** | built a great automobile |

| Detail on High Rated Items | |
|---|---|
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | speakers maintain clear sound and are not strained at high volumes |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | displays coupled with voice commands makes it a much safer enviroment |
| **You rated integration with media players High. Use this space to provide any specific comments you would like to share.** | control of the media device using only jeep interface and not needing the media device controls is very helpful |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | clean look with chrome accents in the right places gives the auto a rich and expensive look |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | same as above |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | same as above |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | interior illumination is excellent. instrument panel and controls are bright and clear. Interior lighting such as door handles and storage areas helpful. auto high beam works very well in terms of turning on and off at the appropriate times without disturbing on coming traffic. headlights that move when turning improves illumination. |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | seats are comfortable and controls are with in easy reach. copper accents set off the brown leather interior giving it a richer feel and appearance. |
| **You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.** | Recent trip got 23.5 miles to the gallon which is much better than the 15 to 18 l got on the 2006 jeep |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | adaptive cruise control works very well, in all volumes of traffic except stop and go. Makes driving on long trips less tiring. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | The company should not offer feature that is not available. Looks like all the engineering/design work was not completed before the release to manufacture of the 2014 jeep |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | new<br>Jeep.<br>Grand Cherokee.<br>2006. |
| **Primary vehicle you were considering:** | new<br>Land Rover.<br>Range Rover.<br>2013. |
| **Primary vehicle in your household:** | new<br>Jeep.<br>Grand Cherokee.<br>2014. |
| **Secondary vehicle in your household:** | new<br>Volkswagen.<br>Beetle. |
| **Which of the following best describes the area you live in?** | coastal pud |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted]7 |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted]n. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT6EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/16/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6060310774 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M039361388 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 234304180 | ***Report Version*** | 1 | ***Open Date*** | 06/22/2013 |
| ***Close Date*** | 07/06/2013 | ***Narrative Date*** | 07/08/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Other. |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ0EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/23/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | ***Serial#*** | 6103310311 | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | ***Serial#*** | M105386192 | | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 233907232 | ***Report Version*** | 1 | ***Open Date*** | 06/28/2013 |
| ***Close Date*** | 06/28/2013 | ***Narrative Date*** | 07/01/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Other. |

### Other>

| | |
|---|---|
| **Please describe the other trouble you experienced:** | Three weeks after purchase a computer module in the right door failed. The issue experienced was a failure of numerous dependant systems which include: the right front passenger window control, The collision warning system on both sides of the vehicle, The stereo sound system, rear defrost activation, AC hard key failure and latency problems accessing anything on the touchscreen. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | We had taken a trip approx 100 miles and parked the car that eve at approx 6pm. The next day I started the vehicle and drove about 100 ft and noticed the systems one by one not functioning. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Without an appointment they got my vehicle in and found that the repair would take 1 day to complete. A rental car was arranged for me and I returned the next day to retrieve my vehicle. I am very pleased with Cranberry Jeep and would highly recommend them! |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | Putting aside the bad computer issue, The SRT Grand Cherokee is nothing less than pure excitement to drive! I love it and would HIGHLY recommend this dealership and vehicle to anyone. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

### What Can We Do Better?>

| | |
|---|---|
| **Feedback/Concerns:** | Here are my suggestions: one thing that can be considered is to include video player functionality on the main touch screen. Also, a repeated survey after I have had the vehicle for over 1yr would allow me sufficient time to use everything repeatedly. At which time I could give you a better ownership evaluation. I think that these surveys can come a bit to early in the driving experience of an SRT vehicle. Also a free pass to the SRT Driving experience would be VERY appreciated. Thank you very much for giving me the opportunity to give feedback. |
| **What has Chrysler done right?** | |

| What Can We Do Better?> | |
|---|---|
| | Virtually everything has been done exceeding my expectations. Putting aside my computer issue, I'm so pleased with Jeep that I will continue to seek out their lineup for years to come. That is of course until I can afford the SRT Viper :) |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 5. |
| **Support for popular music/video formats** | 3. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Fuel economy and driving range** | 4. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | The engine and electronics |
| **Is there anything about your new vehicle you would like to see changed?** | A supercharger and or turbo option would be wonderful. |

| Detail on High Rated Items | |
|---|---|
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | Excellent combination and integration of navigation and audio system. |
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | Super clear even at high volume levels. |

| Detail on High Rated Items | |
|---|---|
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | Bright screen even in direct sunlight. The menu is very easy to understand and use. Font sizes are great! |
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | My phone is an LG Octane, An older (non smart) phone. And it integrates with the audio and communication system perfectly! |
| **You rated integration with media players High. Use this space to provide any specific comments you would like to share.** | Being an Engineer i have media on several formats. It's wonderful that you have provided so many interfaces to the audio system. The only downside is I can't play videos on the main touchscreen. |
| **You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.** | Excellent precision, also easy to see and understand. |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | The unique styling of the SRT lineup is hard to match. The hood to the exhaust looks excellent. |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | Beautiful paint job, No orange peel effect anywhere on this vehicle. |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | The front of the SRT GC is simply sinister! It's awesome from any angle and I love it! My brother told me that this is a true superhero car! |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | The profile view is accentuated by the massive wheels and Brembo brake package. It's a head turning design. |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | The rear wing and the SRT hitch cover finish the rear perfectly |
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | The new wheel package and scorpion tires are excellent choices |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | compared to previous vehicles these headlights are spectacular. The auto sense highbeam has been tuned to perfection. |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | From the moment you slip into the racing seats of the SRT you feel that you're cradled in the arms of a race car! Excellent feel and adjustability |
| **You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.** | There are deep storage areas all over and nothing needs to be left out where it can roll around or shift while driving in sport or track mode. |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | excellent wheel adjustment, Pedals are fixed at a very good distance. Although an adjustable pedal set could make this even better. |
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | No problems what so ever. |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | The roar of the engine is quieted in the cabin but even with the windows up you can hear the power. This is one of the things I love the most about this vehicle. |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | The racing seats of the past are gone and whats installed in the SRT is nothing less than stealthy comfort. Excellent choice in materials and styling! |
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | I can move the wheel to any position while driving. Regardless of the driver a happy place for the wheel can always be found. |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.** | Everything is in an arms reach and the voice recognition makes that even easier. |
| **You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.** | No problem finding light in this vehicle. Even down the to included led flashlight in the rear compartment area. |
| **You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.** | The sightlines leave no blind spots for me at all. The windscreen is large and offers excellent viewing all around. |
| **You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.** | The touchscreen and hard controls function symbiotically. |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | What else is there to say about having 470HP at your command. It's an SRT and nothing was compromised when you use the launch button. Pure excitement. |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | The clarity and power of the sound system coupled to a 19 speaker delivery makes this the most excellent sound system I've ever heard. |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | The exhaust notes are refined at low speed but jump to nascar proportions with the stomp of the accelerator |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | The brembo brakes will draw out your eyeballs if you use them with aggression. This is excellent and I am so pleased you can bring the vehicles speed down from over 100 very effortlessly. |
| **You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.** | Water on the roads are handled very well by the scorpion tires. Even at higher speeds the water is channeled away evenly. |
| **You rated ride quality High. Use this space to provide any specific comments you would like to share.** | The selectable driving modes give you lots of adjustment during any type of driving. From stiff to soft they're tuned perfectly. |

| Detail on High Rated Items | |
|---|---|
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | The precision steering really helps and the turning radius is tighter than the wrangler I used to have. |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | I couldn't be more pleased with Cranberry Jeep! from Brandon (sales) to Kim (service) every need was anticipated and handled. I really enjoyed my exer |
| **You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.** | Everything seems solid and stable even at high speed! |
| **You rated the value of your new car High. Use this space to provide any specific comments you would like to share.** | The included equipment has certainly exceeded my expectations. I would only ask for lifetime travellink, and sirius subscriptions be included on SRT vehicles. |
| **You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.** | Everyone who has seen and had a ride in it has been very impressed with it. No one more than me. |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | Jeep has always been at the top of my list. Having had two wranglers in the past and now going to the powerful SRT line. I couldn't be more pleased. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | The driving modes and the launch control by far exceeded my expectations. The way the vehicle performs proves to me that the SRT team did extensive research and designed this machine to outperform most everything on the road. Excellent job!!!! |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Just the computer issue at 3 weeks into delivery. The tech informed me that he noticed a wire that was spliced into with a screw. This had to have occured during manufacturing. But because those issues were handled so quickly I really have no complaints at all! However please re-survey us SRT owners later so we can give you a more complete ownership evaluation. Thanks again. [redacted] |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | $70K |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | New |
| | Jeep. |
| | Wrangler Unlimited. |
| | 2010. |
| **Primary vehicle you were considering:** | New |
| | Jeep. |
| | Wrangler Unlimited. |
| | 2014. |
| **Which online data sources, if any, influenced your buying decision? (check all that apply)** | Kelley Blue Book. |
| | Edmunds. |
| | NHTSA or IIHS. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | The trade in allowance and features of the SRT |
| **Primary vehicle in your household:** | New |
| | Honda. |
| | Pilot. |
| | 2014. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 2 year college degree. |
| **What is your current marital status?** | [redacted]d. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your ethnicity** | [redacted]n. |
| **What is your total household income (before taxes)?** | $125,000 - $149,999. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/05/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6116310451 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M115349558 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 233907252 | ***Report Version*** | 1 | ***Open Date*** | 06/28/2013 |
| ***Close Date*** | 06/28/2013 | ***Narrative Date*** | 07/01/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| **Continuous Quality Insight** | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Transmission and Drivetrain. |

| **Transmission and Drivetrain>Automatic Transmission>** | |
|---|---|
| **Automatic Transmission** | Hesitation or delay when shifting between gears. |

| **Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>** | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | All 8 gears |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Shifts seem slow, noticeable lag between gears.<br>Shifts seem slow, noticeable lag between gears.<br>When coming to a stop, trans does not downshift quickly enough causing the truck to lurch forward while braking. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.<br>Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.<br>Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| **Overview** | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | App seems to have a few bugs still. I've had several messages about commands not being processed because vehicle is moving, but it was actually parked. Also it gets into an odd state once in a while where no |

| Overview | |
|---|---|
| | vehicle functions are visible - i have to kill the app, and re-login to get it to work again. |
| **What information did you need that was not included in the Smartphone Application?** | Locator |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | Remote start |
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | Panic alarm, though I could see it being useful if you lost your car in a big lot... |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 2. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Appearance of exterior paint** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 3. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 4. |
| **Climate control operation (function and ease of use)** | 3. |
| **Engine performance during acceleration** | 4. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Fuel economy and driving range** | 3. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | Faster, more consistent shifting |

| Detail on High Rated Items | |
|---|---|
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | The black chrome rims are beatuiful - receive a lot of compliments on them. |

| Detail on Low Rated Items |
|---|

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Overall I like the 8 speed ZF transmission, but it really needs to shift more quickly and consistently. Regarding FCW, there is an option in the UConnect setup screens to disable FCW active braking. I disabled this option but had the brakes "jabbed" twice by FCW while changing lanes. This was very much unexpected and potentially dangerous. If I have "Active Braking" disabled, I am not expecting the vehicle to brake actively - EVER! |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 64500 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | New<br>Jeep.<br>Grand Cherokee.<br>2008. |
| **Which online data sources, if any, influenced your buying decision? (check all that apply)** | Edmunds.<br>Blogs (e.g., Truth About Cars). |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | High school degree / GED. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted]n. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ0EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/08/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 698523154A | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M115349589 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 1[redacted] | ***System Key*** | 234045506 | ***Report Version*** | 2 | ***Open Date*** | 07/01/2013 |
| ***Close Date*** | 07/01/2013 | ***Narrative Date*** | 07/03/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Features/Controls/Displays.<br>Transmission and Drivetrain.<br>Interior Trim/Storage/Windows. |

### Features/Controls/Displays>Features and Controls>

| | |
|---|---|
| **Features and Controls** | Reverse-Camera. |

### Features/Controls/Displays>Displays and Instruments>

| | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

### Features/Controls/Displays>Features and Controls>Reverse-Camera>

| | |
|---|---|
| **Reverse-Camera** | Reverse-camera works properly, but difficult to understand/use; controls in a poor location. |

### Transmission and Drivetrain>Automatic Transmission>

| | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions.<br>Slips/will not engage gear properly/shifts erratically.<br>Gear selector is difficult to operate (auto. trans.). |

### Transmission and Drivetrain>Transmission Noises>

| | |
|---|---|
| **Transmission Noises** | Transmission makes abnormal/excessive noises. |

### Transmission and Drivetrain>Transmission Noises>Transmission makes abnormal/excessive noises>

| | |
|---|---|
| **Please indicate driving condition when noise occurs (check all that apply):** | Normal acceleration. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Noise sounds like (Check all that apply):** | I had to have the front axel replaced with 300 miles on my SRT. Kind of shocking to me. |
| **Additional Comments:** | Problem fixed after a week in the shop. |

### Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>

| | |
|---|---|
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Normal acceleration. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.<br>Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. |

| Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions> | |
|---|---|
| | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | in Auto shift mode, shifts are rough, my head jerks back and forward<br>in Auto shift mode, shifts are rough, my head jerks back and forward<br>in Auto shift mode, shifts are rough, my head jerks back and forward |
| **Additional Comments:** | In order to alleviate this jerking shifting problem I have to go into Sport shifting mode instead of Auto. Seems odd that the default Auto mode should be so completely different from Sport. |

| Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)> | |
|---|---|
| **Why is the gear selector difficult to operate?** | Gear selector requires too much effort/force to operate. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | pain in the [redacted]. hate it.<br>pain in the [redacted] hate it.<br>pain in the a[redacted]. hate it.<br>pain in the a[redacted] hate it. |
| **Additional Comments:** | poor design and implementation. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Field's Jeep is great. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Please explain further about your choice to recommend your vehicle:** | I enjoy it but it's too rough around the edges for most people. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| Features/Controls/Displays>Features and Controls>Reverse-Camera>Reverse-camera works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Please indicate why the reverse-camera controls are difficult to understand/use; are in a poor location (check all that apply):** | When I'm parked in my darkened garage and backing out during the daylight hours, the auto headlight switch turns on the headlights (which is fine) but also dims the rearview camera screen so much that I have to wait several seconds for it to detect daylight again and brighten back up or if I'm in more of a hurry I have to turn off the headlights manually so I can see behind me again. There should be some way to force the rearview camera screen to stay brightly lit when simply backing out of a garage. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Too many false alarms. When a car ahead is turning out of my lane and slowing down the system overreacts with beeps and hard braking even when I've turned off the warning system in the menus. Huge problem. Very annoying and jarring to have the car go into emergency mode when there's nothing to freak out about. |

| Interior Trim/Storage/Windows>Appearance> | |
|---|---|
| **Appearance** | Instrument panel/dashboard has gaps/poor fit. |

| Interior Trim/Storage/Windows>Appearance>Instrument panel/dashboard has gaps/poor fit> | |
|---|---|
| **Please describe in the box below where on the instrument panel/dashboard the trouble with excessive gaps/poor fit of materials is located:** | Whoever had the brilliant idea of putting white stitching on the upper part of the dashboard should be fired. Under normal daylight driving (and to a lesser extent a night) conditions the stitching's reflection in the windshield |

| Interior Trim/Storage/Windows>Appearance>Instrument panel/dashboard has gaps/poor fit> | |
|---|---|
| | creates an visual distraction for the driver from left to right. I tried very hard to ignore it for the first several weeks and to look through and past it, but without success. Finally, I took the drastic step of using a Sharpie and coloring the white thread black all the way from left to right. To no one's amazement, this completely solved the problem. Car design 101: never put something white on the dashboard simply because it looks cool. Nothing should interfere with the driver's view through the windshield glass. Shameful and careless design. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Additional Comments:** | I took delivery of the car and immediately noticed that the small speaker covers on the left and right sides didn't match. The one on the right was silver with small holes (this matched the rest of the speaker trim in the car) and the one on the left was solid black with larger holes (which it turns out match the speaker covers in other non-SRT models). Careless assembly and quality control I would say. |

| Engine>Electronic Engine Controls (Check Engine)> | |
|---|---|
| **Electronic Engine Controls ('Check Engine')** | "Check Engine" light indicated trouble. |

| Engine>Electronic Engine Controls (Check Engine)>Check Engine light indicated trouble> | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Premium gasoline. |
| **Was the "Check Engine" light your first indication there was trouble?** | No. |
| **Did you also experience an engine performance issue while the "Check Engine" light was on?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | Dealer said that there was a fluid leak and they fixed it along with replacing the front axel assembly due to another major problem that occurred. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | This SRT is a big improvement in some ways over the 2013 one I owned, but it has some problems that should have been addressed before production and during assembly. |
| **What has Chrysler done right?** | Great engine and electronics. Cool exterior design. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Transmission, interior design, quality control. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 4. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 5. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 3. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Fuel economy and driving range** | 4. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 67000 or so |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | new |
| | Jeep. |
| | Grand Cherokee. |
| | 2012. |
| **Primary vehicle you were considering:** | BMW. |
| | 5 Series. |
| | 2014. |
| **Which online data sources, if any, influenced your buying decision? (check all that apply)** | Consumer Reports. |
| | Kelley Blue Book. |
| | Edmunds. |
| | Blogs (e.g., Truth About Cars). |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Jeep brand is not as ostentatious as BMW or Porsche which is important to me. |
| **Secondary vehicle you were considering:** | Porsche. |
| | Cayenne. |
| | 2014. |
| **Primary vehicle in your household:** | Toyota. |
| | Sienna. |
| | 2013. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | 1[redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your total household income (before taxes)?** | More than $200,000. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG8EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/10/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | TBD V6 ENGINE | | | ***Serial#*** | 6119310548 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K128361236 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 234045651 | ***Report Version*** | 2 | ***Open Date*** | 07/01/2013 |
| ***Close Date*** | 07/01/2013 | ***Narrative Date*** | 07/03/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain. |

### Transmission and Drivetrain>Automatic Transmission>

| | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions.<br>Gear selector is difficult to operate (auto. trans.). |

### Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>

| | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | When starting to drive it can go into gear hard |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

| | |
|---|---|
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | You can go past reverse to easily and it happens a lot, thought we'd get used to it but not so far. |
| **Why is the gear selector difficult to operate?** | Other (please describe). |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | I like the vehicle, don't like the use of a no loaner vehicle for service from the dealer and the shifter can be problematic. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | As the SUV moves more upscale so should the dealers. The shifter/trans has raised some concerns and a minor issue would be to design a factory running board OEM integrated style, such as the M or X5 in addtion to the nerf bar which is fine for the wrangler just not the GC, in my opinion. Also the mpg are not as good as i was hoping. |
| **What has Chrysler done right?** | Very Nice execution of the truck,exterior design, nice interior materiel, ride, perceived quality. U-connect is very easy to use and works as advertised which is rare with these systems, not an over cluttered dash |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 3. |
| **Integration with phones** | 5. |
| **Integration with media players** | 3. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 3. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 3. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 3. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine performance during acceleration** | 3. |
| **Engine sound** | 4. |
| **Engine exhaust sound** | 4. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Fuel economy and driving range** | 3. |
| **Brake responsiveness/effort** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **What are your favorite parts of your new vehicle?** | Design |
| **Is there anything about your new vehicle you would like to see changed?** | gear selecter/front seats should be softer |

| Detail on High Rated Items | |
|---|---|
| | Much cleaner look then the previous gen, has a very classy yet rugged appearance |

| Detail on High Rated Items | |
|---|---|
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | Front end on the Overland was very clean as well much more so then the Summit edition which I had also looked at but did not like the wheels or lower fascia |
| **You rated the value of your new car High. Use this space to provide any specific comments you would like to share.** | The value compared to the M class and X5 that we were looking at seems high, we are so far happy overall with the truck which is the first American auto in our houshold in over 15 years |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Gear Selector which we thought could be an issue before buying has remained an issue, entry/exit car does not lower enough and front seats could be more comfortable as well as a little better mpg |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 45000.00 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | new |
| | Nissan. |
| | Pathfinder. |
| | 2010. |
| **Primary vehicle you were considering:** | new |
| | Mercedes-Benz. |
| | M-Class. |
| | 2013. |
| **Which online data sources, if any, influenced your buying decision? (check all that apply)** | Consumer Reports. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Had to purchase out of state for better price |
| **Secondary vehicle you were considering:** | new |
| | BMW. |
| | X5. |
| | 2013. |
| **Primary vehicle in your household:** | new r design |
| | Volvo. |
| | S60. |
| | 2012. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted]e. |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | [redacted] |
| **Please indicate your ethnicity** | [redacted] |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG0EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/27/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 FFV 24V VVT ENGINE | | | ***Serial#*** | 6099310934 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K116363212 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 235339153 | ***Report Version*** | 2 | ***Open Date*** | 07/06/2013 |
| ***Close Date*** | 07/20/2013 | ***Narrative Date*** | 07/23/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain.<br>Vehicle Exterior.<br>Steering, Handling, and Ride.<br>Engine.<br>Interior Climate Control.<br>Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays. |

### Vehicle Exterior>Exterior Appearance/Paint:>

| | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off.<br>Body panels/doors misaligned/excessive gaps/poor fit. |

### Vehicle Exterior>Exterior Appearance/Paint:>Exterior moldings/trim pieces loose/misaligned/falling off>

| | |
|---|---|
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Passenger's side front door.<br>Passenger's side rear door. |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is poorly aligned or fitted. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Vehicle Exterior>Exterior Appearance/Paint:>Body panels/doors misaligned/excessive gaps/poor fit>

| | |
|---|---|
| **Please indicate the location of the trouble (check all that apply):** | Driver's side rear door.<br>Passenger's side rear door. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBT9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/11/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6116311081 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M125353565 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 234813843 | ***Report Version*** | 3 | ***Open Date*** | 07/14/2013 |
| ***Close Date*** | 07/14/2013 | ***Narrative Date*** | 07/17/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| **Continuous Quality Insight** | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

| **No Concerns>** | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Have not taken my vehicle to any dealer since taking delivery. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |

| **Contact Me>** | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| **Vehicle Satisfaction Ratings** | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 4. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 4. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Appearance of exterior paint** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine performance during acceleration** | 4. |
| **Engine sound** | 4. |
| **Engine exhaust sound** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Grand Cherokee.<br>2006.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: New. |
| **Which online data sources, if any, influenced your buying decision? (check all that apply)** | Edmunds.<br>Blogs (e.g., Truth About Cars). |
| **Primary vehicle in your household:** | Chevrolet.<br>3500 Pickups.<br>Primary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted]. |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted]. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECT1EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | |
| ***Built Date*** | 02/28/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6043310541 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M010302534 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 235339956 | ***Report Version*** | 1 | ***Open Date*** | 07/19/2013 |
| ***Close Date*** | 07/19/2013 | ***Narrative Date*** | 07/22/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

### No Concerns>

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Installation of aftermarket parts. |
| **Please explain further about your choice to recommend your vehicle:** | Unique SUV look compared to competitors. Not much else to distinguish it in the field. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

### What Can We Do Better?>

| | |
|---|---|
| **Feedback/Concerns:** | Far more expensive than it should be. |
| **What has Chrysler done right?** | Kept a different look from the rest of their competitors who all seem to look alike. |

### Contact Me>

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Clarity of sound** | 4. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 4. |
| **Integration with media players** | 3. |
| **Navigation system route accuracy** | 5. |
| **Support for popular music/video formats** | 3. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 3. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 2. |
| **Wheels, rims, and tires appearance and styling** | 2. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ease of getting into and out of vehicle** | 3. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 2. |
| **Steering wheel adjustment** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 3. |
| **Climate control operation (function and ease of use)** | 1. |
| **Engine performance during acceleration** | 3. |
| **Engine sound** | 4. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 2. |
| **Brake responsiveness/effort** | 2. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 1. |
| **What is your attitude overall towards your new car?** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **What are your favorite parts of your new vehicle?** | Ride height, ventilated seats. |
| **Is there anything about your new vehicle you would like to see changed?** | Can't reach turn signal with high beams on. Exterior rear view mirrors cause a significant blind spot. |

| Detail on High Rated Items | |
|---|---|
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | Different from all the competitors who look like overgrown station wagons. It is nice that SOME of the square look of the orig. Cherokee was maintained. |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | Not too loud for being an 8 cylinder engine. |
| **You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.** | Very smooth. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | NOTHING far exceeded my expectations for the price that was charged. |

| Detail on Low Rated Items | |
|---|---|
| **You rated climate control operation (function and ease of use) Low. Use this space to provide any specific comments you would like to share.** | Every time I start the vehicle I have to reset everything I set up last time I was in the car. |
| **You rated the value of your new car Low. Use this space to provide any specific comments you would like to share.** | The MSRP of the Cherokee is roughly twice what it should be. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Ulink is an annual subscription?! Really?!! Absolutely ridiculous. I hate the fact that I HAD to pay for a system I have no intention of ever using. |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 52,000 |
| **Is this your first new vehicle ever purchased / leased?** | Yes. |
| **Please tell us about the vehicle you replaced (if applicable)** | Acura. |
| | NSX. |
| | 1998. |
| | Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Land Rover. |
| | Range Rover. |
| | 2014. |
| | Primary Considered Vehicle: New. |
| **Which online data sources, if any, influenced your buying decision? (check all that apply)** | JD Power Reports. |
| | NHTSA or IIHS. |

| About You> | |
|---|---|
| **Secondary vehicle you were considering:** | Honda.<br>Pilot.<br>2014.<br>Secondary Considered Vehicle: New. |
| **Primary vehicle in your household:** | Volkswagen.<br>Jetta Sedan.<br>2013.<br>Primary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your total household income (before taxes)?** | More than $200,000. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ2EC[redacted]5 | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/09/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6091310137 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M086378695 | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 236084402 | ***Report Version*** | 3 | ***Open Date*** | 07/30/2013 |
| ***Close Date*** | 07/30/2013 | ***Narrative Date*** | 08/02/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Transmission and Drivetrain.<br>Entertainment/Navigation System/Connectivity.<br>Interior Climate Control. |

### Uconnect Access

| | |
|---|---|
| **Uconnect Access** | Remote Features. |

### Entertainment/Navigation System/Connectivity>Speakers>

| | |
|---|---|
| **Speakers** | Speakers rattle. |

### Entertainment/Navigation System/Connectivity>Navigation System>

| | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Navigation system screen is in a poor location.<br>Difficulty accessing Points of Interest.<br>Points of Interest not well defined.<br>Points of Interest incorrect. |

### Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

| | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system loses connection. |

### Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>

| | |
|---|---|
| **Voice Activation / Recognition** | Voice Recognition feature does not have enough functions available. |

### Entertainment/Navigation System/Connectivity>

| | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Samsung. |
| **Please tell us your cell phone model** | Note II |

### Speakers rattle

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

### Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>

| | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Navigation system gives wrong directions. |
| **Please indicate which navigation system item has trouble (check all that apply):** | Navigation system provides wrong directions. |

### Hands-Free Phone / Bluetooth system loses connection

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Connection problem happens on:** | Bluetooth connection between cell phone and the radio. |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **Is there more than one phone paired to the vehicle?** | Yes. |
| **Lost connection problem happens when:** | Other: Please describe when this trouble occurs. |
| **Were you in the middle of a call?** | No. |

| Interior Trim/Storage/Windows>Abnormal Noises> | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from instrument panel/dashboard.<br>Squeak/rattle/abnormal noises from rear cargo shelf/cargo cover. |

| Interior Trim/Storage/Windows>Appearance> | |
|---|---|
| **Appearance** | Sun Visor has gaps/poor fit. |

| Interior Trim/Storage/Windows>Broken/Damaged> | |
|---|---|
| **Broken/Damaged** | Door panels are broken/damaged/torn.<br>Sun Visor is broken/damaged/torn. |

| Interior Trim/Storage/Windows>Broken/Damaged>Door panels are broken/damaged/torn> | |
|---|---|
| **Please indicate which interior door panels were broken/damaged/torn (check all that apply):** | Carbon fiber cracked underneath door handle |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from instrument panel/dashboard> | |
|---|---|
| **Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:** | Whole vehicle and passenger side door/dash |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Cruising at around 55mph the engine is in 8th gear the engine seems to want to go into a non-existent 9th gear and rattles the entire car but most rattling occurs on the passenger side door and dash. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

| Interior Climate Control>Controls and Switches> | |
|---|---|
| **Controls and Switches** | Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located. |

| Interior Climate Control>Operation and Performance> | |
|---|---|
| **Operation and Performance** | Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located.<br>Fan/blower makes excessive noise. |

| Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which heating, ventilation and air conditioning controls are difficult to understand/use; are in a poor location (check all that apply):** | Vents. |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much attention (must take eyes off the road) to operate. |

| Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location. |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much attention (must take eyes off the road) to operate. |

| Interior Climate Control>Operation and Performance>Fan/blower makes excessive noise> | |
|---|---|
| **Please describe the fan/blower noise (check all that apply):** | Whirring. |
| **Please describe when the fan/blower noise occurs (check all that apply):** | At all fan speeds. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Transmission and Drivetrain>Automatic Transmission> |
|---|

| Transmission and Drivetrain>Automatic Transmission> | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions.<br>Gear selector is difficult to operate (auto. trans.). |

| Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions> | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 1st Gear.<br>2nd Gear.<br>3rd Gear. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Normal acceleration.<br>Hard acceleration.<br>Deceleration. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.<br>Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.<br>Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.<br>Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)> | |
|---|---|
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | Reverse (R).<br>Neutral (N). |
| **Why is the gear selector difficult to operate?** | Other (please describe). |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | Hard to judge how much force to apply to get into reverse or neutral. Get neutral when wanted reverse and vice versa |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG8EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 06/02/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 FFV 24V VVT ENGINE | | | ***Serial#*** | 6144310947 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K153361188 | |
| ***Color*** | PEP | DEEP AUBURN PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 237382551 | ***Report Version*** | 4 | ***Open Date*** | 08/17/2013 |
| ***Close Date*** | 08/17/2013 | ***Narrative Date*** | 08/22/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Interior Climate Control.<br>Entertainment/Navigation System/Connectivity. |

### Uconnect Access

| | |
|---|---|
| **Uconnect Access** | Assist Button. |

### Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

| | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

### Entertainment/Navigation System/Connectivity>

| | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Samsung. |

### Hands-Free Phone / Bluetooth system voice activation doesnt recognize command

| | |
|---|---|
| **Please indicate which words, if any, are constantly misrecognized:** | Names in phone book. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | Does not find names in phone book. |
| **What button did you use?** | Green phone button on steering wheel. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Additional Comments:** | Seat fan comes on automatically sometimes. Means I have to turn off while driving, which is distracting. |

### Assist Button

| | |
|---|---|
| **Assist Button** | Assist button does not work. |

### Assist button does not work

| | |
|---|---|
| **Additional Comments:** | Message "Vehicle phone needs service. See dealer." comes up every time. Been to two different dealers to fix, still not right. Red warning light constantly on on the rear view mirror. Hoping to get it resolved next week. |

### Features/Controls/Displays>Displays and Instruments>

| | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Additional Comments:** | Brake warning went on without anyone in front of car for a mile. Told it might have been a bird or something else that went in front of sensor. |

### Interior Climate Control>Controls and Switches>

| | |
|---|---|
| **Controls and Switches** | Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located. |

| Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located | |
|---|---|
| **Additional Comments:** | See previous comment about seat fan coming on automatically. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Went to this dealer who said it was activated and they could fix problem but not for a few days and could not give me a loaner.<br>Went to dealer close to home who said I had to go to selling dealer to have system activated. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | Comfortable to drive, good visibility, love the safety features (blind spot, rear camera, cross traffic warning). |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | We'll see if the glitch in the vehicle phone gets fixed. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 3. |
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 3. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 3. |
| **Engine performance during acceleration** | 4. |
| **Engine sound** | 4. |
| **Engine exhaust sound** | 4. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Fuel economy and driving range** | 3. |
| **Brake responsiveness/effort** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | Safety features, SX radio |
| **Is there anything about your new vehicle you would like to see changed?** | More storage space |

| Detail on High Rated Items | |
|---|---|
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | Looks like a Jeep/SUV, not a crossover trying to be an SUV. Like the wheels. |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | Love the auburn color |
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | They look different from many others. |
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | Easy to adjust steering wheel on this model. |
| **You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.** | Car sits high and again, lots of great safety features. |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | Had to swerve to avoid a car drifting into my lane. Car responded very well. |
| **You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.** | Hoping it will last as long as our last Jeep- 13 years. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | As said before, glitch in phone vehicle. Also, could use more storage places/cup holders. (Downsized from a Sequoia which had more nooks and crannies to store items.) |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 54,000 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Toyota.<br>Sequoia.<br>2001.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Nissan.<br>Murano.<br>2013.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Kelley Blue Book.<br>Edmunds. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Hasn't been updated recently |
| **Primary vehicle in your household:** | Infiniti.<br>G35 Coupe.<br>2003.<br>Primary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted]d. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 06/24/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6165310567 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M171380597 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 237382603 | ***Report Version*** | 5 | ***Open Date*** | 08/18/2013 |
| ***Close Date*** | 08/18/2013 | ***Narrative Date*** | 08/23/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| **Continuous Quality Insight** | |
|---|---|
| **Continuous Quality Insight** | Vehicle Exterior. |

| **Vehicle Exterior>Exterior Appearance/Paint:>** | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| **Vehicle Exterior>Exterior Appearance/Paint:>Exterior moldings/trim pieces loose/misaligned/falling off>** | |
|---|---|
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Plastic fender flare completely misaligned. |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is poorly aligned or fitted. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| **Overview** | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Please explain further about your choice to recommend your vehicle:** | I'm concerned about overall fit/finish |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 2 (dissatisfied). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Application doesn't work occasionally and has to be reset. iPhone |

| **Contact Me>** | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| **Vehicle Satisfaction Ratings** | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Clarity of sound** | 1. |
| **Ease of using system displays while driving** | 3. |
| **Integration with phones** | 3. |
| **Integration with media players** | 3. |
| **Navigation system route accuracy** | 2. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Support for popular music/video formats** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Appearance of exterior paint** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 4. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Fuel economy and driving range** | 3. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 3. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **How do you feel about the durability of your new vehicle?** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 1. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **What are your favorite parts of your new vehicle?** | Engine and brakes |

| Detail on Low Rated Items | |
|---|---|
| **You rated clarity of sound Low. Use this space to provide any specific comments you would like to share.** | Stereo not fit for car of this price |
| **You rated the value of your new car Low. Use this space to provide any specific comments you would like to share.** | Expensive car for the fit/finish and low quality stereo |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Collision avoidance system too sensitive, even using 'near' setting |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 64000 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Chevrolet.<br>Avalanche.<br>2008.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Ford.<br>Explorer.<br>2014.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Consumer Reports.<br>Kelley Blue Book.<br>Edmunds. |

## About You

| | |
|---|---|
| | Blogs (e.g., Truth About Cars). |
| **Primary vehicle in your household:** | Audi.<br>A5.<br>2010.<br>Primary Household Vehicle: Purchased Used. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted]1 |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted]d. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your total household income (before taxes)?** | $125,000 - $149,999. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT3EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/24/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6016310780 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M345207804 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 237581698 | ***Report Version*** | 3 | ***Open Date*** | 08/20/2013 |
| ***Close Date*** | 08/20/2013 | ***Narrative Date*** | 08/23/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Features/Controls/Displays.<br>Entertainment/Navigation System/Connectivity.<br>Vehicle Exterior.<br>Other. |

### Vehicle Exterior>Exterior Appearance/Paint:>

| | |
|---|---|
| **Exterior Appearance/Paint:** | Body panels/doors misaligned/excessive gaps/poor fit. |

### Vehicle Exterior>Exterior Appearance/Paint:>Body panels/doors misaligned/excessive gaps/poor fit>

| | |
|---|---|
| **Please indicate the location of the trouble (check all that apply):** | Rear right quarter not perfectly lined up with the bumper.<br>Gas door gap not even all the way around |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Features/Controls/Displays>Features and Controls>

| | |
|---|---|
| **Features and Controls** | Adjustable Height Control.<br>Reverse-Camera.<br>Park Assist. |

### Features/Controls/Displays>Displays and Instruments>

| | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location.<br>Speedometer/Tachometer works properly, but difficult to understand/use; displays in a poor location. |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Additional Comments:** | Not sure exactly when it is supposed to work. Some times it alerts other times it does not |

### Features/Controls/Displays>Displays and Instruments>Speedometer/Tachometer works properly, but difficult to understand/use; displays in a poor location>

| | |
|---|---|
| **Please indicate why the speedometer/tachometer controls/displays are difficult to understand/use; are in a poor location (check all that apply):** | It would be nice to have the analog display with the digital speed in the middle |

### Adjustable Height Control

| | |
|---|---|
| **Adjustable Height Control** | Adjustable height control works, but is difficult to understand/use. |

### Adjustable height control works, but is difficult to understand/use

| | |
|---|---|
| **Additional Comments:** | It would be nice if the car automatically went into the exit night when you put the car in park. |

### Features/Controls/Displays>Features and Controls>Reverse-Camera>

| Features/Controls/Displays>Features and Controls>Reverse-Camera> | |
|---|---|
| **Reverse-Camera** | Reverse-camera works properly, but difficult to understand/use; controls in a poor location. |

| Features/Controls/Displays>Features and Controls>Reverse-Camera>Reverse-camera works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Please indicate why the reverse-camera controls are difficult to understand/use; are in a poor location (check all that apply):** | It would be nice to put the rear camera on while towing. When towing a small trailer you cannot see the trailer out the back or the side windows. It would be nice to turn the camera on to see if anything is flying out or loose. |

| Other> | |
|---|---|
| **Please describe the other trouble you experienced:** | The radio display blacked out. I had to power off car for 5 min to reset. Also one time the active brake alert went on. After the alert the fuel economy gauge in the center of the speedo stopped working until I changed display. Nth is ony happened one time. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | It's a Jeep. We are a jeep family. My parents own 2 grand Cherokees. I own a 2005 TJ and the 2014 grand Cherokee |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | Bring back camp jeep!!!!! Contact me for concerns and feedback |
| **What has Chrysler done right?** | Keeping jeeps built in America. The hemi Listening to owners |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Uconnect radio Body fit Available options Camp jeep [redacted] |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT4EC2[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/01/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6197310877 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M199396878 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 1[redacted] | ***System Key*** | 239920838 | ***Report Version*** | 3 | ***Open Date*** | 09/19/2013 |
| ***Close Date*** | 09/19/2013 | ***Narrative Date*** | 09/24/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Features/Controls/Displays>Features and Controls>Voice Activiation System>** | |
|---|---|
| **Voice Activiation System** | Voice Activation system broken / not working. |

| **Key fob entry system works properly, but is difficult to understand/use** | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | I do not like the keyless option. I forget the key in the car. It locked me outside the car once. Why do we need this feature? |

| **Active Suspension System** | |
|---|---|
| **Active Suspension System** | Active suspension system works but is difficult to understand/use. |

| **Door locks/key fob entry system** | |
|---|---|
| **Door locks/key fob entry system** | Key fob entry system works properly, but is difficult to understand/use. |

| **Features/Controls/Displays>Features and Controls>** | |
|---|---|
| **Features and Controls** | Door locks/key fob entry system.<br>Active Suspension System.<br>Voice Activiation System. |

| **Uconnect Access** | |
|---|---|
| **Uconnect Access** | Search Engine.<br>Assist Button.<br>Uconnect Store.<br>Owner Connect Website. |

| **Touchscreen Controls** | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location. |

| **Media** | |
|---|---|
| **Media** | SD. |

| **Entertainment/Navigation System/Connectivity>Speakers>** | |
|---|---|
| **Speakers** | Speakers have poor sound quality. |

| **Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>** | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| **Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>** | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| **Entertainment/Navigation System/Connectivity>** | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | Apple 4s |
| **If known, please tell us your software version** | 6 |

| **Vehicle Exterior>Lights>Fog/water/condensation in exterior light lenses>** | |
|---|---|
| | Fog in lens |

| Vehicle Exterior>Lights>Fog/water/condensation in exterior light lenses> | |
|---|---|
| **Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):** | fog in lens |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Headlights turn on and the fog has to slowly dissapate. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Vehicle Exterior>Lights> | |
|---|---|
| **Lights** | Fog/water/condensation in exterior light lenses. |

| Vehicle Exterior>Liftgate>Liftgate>Liftgate> | |
|---|---|
| **Liftgate** | Liftgate is difficult to open/close. |

| Vehicle Exterior>Liftgate>Liftgate is difficult to open/close>Liftgate is difficult to open/close> | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | Look at a Mercedes on how you can stop the door before it opens all the way. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which of the following best describes your concern (check all that apply):** | You need to be able to stop it at certain hieghts so you dont smash the door into a garage door overhead. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Seats.<br>Features/Controls/Displays.<br>Steering, Handling, and Ride.<br>Interior Climate Control.<br>Off-Road.<br>Interior Trim/Storage/Windows.<br>Vehicle Exterior. |

| Seats>Adjustments and Controls>Rear folding seat/seatback controls are difficult to understand/use> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Please put them back on the door by the window controls. Reaching down the side is old style. See Mercedes and Ford. |
| **Please indicate which seat's controls are difficult to understand/use (check all that apply):** | Driver's side rear seat.<br>Passenger's side rear seat. |
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | Controls are not easy to reach. |

| Seats>Adjustments and Controls>Head restraint adjustment controls are difficult to understand/use> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | For all the automation in a Summit why isnt this a button to raise and lower versus the old style approach. |
| **Please indicate which seat's head restraint controls are difficult to understand/use (check all that apply):** | Driver's seat.<br>Front passenger seat. |
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | Controls require too much effort/force to operate. |

| Height adjustment controls are difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | I am not sure I have figured them out yet.<br>The controls to set the driver one and two options is in the wrong place. i keep hitting it with my leg and it resets wrong. |
| **Please indicate which type of seat controls are difficult to understand/use (check all that apply):** | Power adjustment controls.<br>Memory Seat Function. |
| **Please indicate which seat's controls are difficult to understand/use (check all that apply):** | Driver's seat.<br>Front passenger seat. |
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | Operation of key fob is confusing/doesn't make sense.<br>Controls require too much effort/force to operate.<br>Controls are not easy to reach. |

| Seats>Adjustments and Controls> | |
|---|---|
| **Adjustments and Controls** | Rear folding seat/seatback controls are difficult to understand/use.<br>Head restraint adjustment controls are difficult to understand/use.<br>Height adjustment controls are difficult to understand/use.<br>Memory Seat controls are difficult to understand/use; in a poor location. |

| Features/Controls/Displays>Features and Controls>Voice Activiation System>Voice Activation system broken/not working> | |
|---|---|
| **Please indicate which voice activation system is broken / not working properly (check all that apply):** | First you need to produce the information to say what the commands are and how the system works. I have even gone to the disc. Perhaps the system is too limited compared to what I am used to with others like Mercedes, Lincoln, Ford.<br>Need to give list of commands and how they work.<br>Not sure I have figured out how to make this work. |
| **Please indicate what type of trouble was experienced with the Voice Activation System (check all that apply):** | First is what are the commands. Second is that I haven't figured out how it wants info to respond.<br>System improperly interprets voice commands. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | all the time |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | I have a suspicion the system is limited. Compare it to the Ford or Mercedes system. Those are intuitive and very functional. |

| Interior Trim/Storage/Windows>Operation and Functionality>Floor mats will not stay in place> | |
|---|---|
| **Please indicate which floor mat will not stay in place (check all that apply):** | You need to make the floor mats cover more of the floor<br>Front passenger's floor mat. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Interior Trim/Storage/Windows>Operation and Functionality> | |
|---|---|
| **Operation and Functionality** | Cup holder is difficult to use.<br>Floor mats will not stay in place.<br>Sun Visor/Vanity Mirror is difficult to use. |

| Memory Seat controls are difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to understand.<br>Difficult to use.<br>Poor location. |

| Cup holder is difficult to use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | You need more than two in the front. How about like the Lincoln Navigator with two at the elbow area? |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Tilt/telescopic steering wheel/column is broken/not working | |
|---|---|
| **What area of the tilt/telescopic steering wheel/column is broken/not working? (check all that apply):** | There have been times when the up and down functions stops working. The next day it is ok, but stops during the day. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Steering, Handling, and Ride>Steering and Handling> | |
|---|---|
| **Steering and Handling** | Tilt/telescopic steering wheel/column is broken/not working. |

| Steering, Handling, and Ride>Noise and Vibration> | |
|---|---|
| **Noise and Vibration** | Abnormal noises coming from under vehicle. |

| Steering, Handling, and Ride>Noise and Vibration>Abnormal noises coming from under vehicle> | |
|---|---|
| **How loud is the noise?** | Moderate. |
| **Noise sounds like (Check all that apply):** | |

| Steering, Handling, and Ride>Noise and Vibration>Abnormal noises coming from under vehicle> | |
|---|---|
| | When the suspension is all the way up, there is an unusual and concerning thumping sound as the vehicle goes over bumps. |
| **From what area of the vehicle is the noise coming?** | Passenger's side - front. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

| Issues with wheels and tires in off-road conditions | |
|---|---|
| **Please indicate the nature of the issue you are experiencing. (check all that apply):** | Can these tires and the rims support off road conditions? I suspect that the tires will pinch and not handle moderate dirt road movement. |
| | The tires are too susceptible to damage on off-road surfaces. |
| | The tires are too susceptible to punctures on off-road surfaces. |
| | There is no ability to continue driving with a puncture. |
| | The wheel rims are too susceptible to damage when driving on off-road surfaces. |
| **Please indicate on what surfaces you are experiencing issues. (check all that apply)** | Dirt/gravel roads. |
| | Mud/ruts. |
| **Trouble occurs at these speeds. (check all that apply):** | When driving at very low speeds (0-10 MPH). |
| | When driving at low speeds (11-20 MPH). |
| | When driving at medium speeds (>20 MPH). |
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| | Uphill. |
| | Downhill. |
| | Bumpy or uneven surface. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | I basically will not trust the tires and rims in moderate off road. I wish it came with rims and tires more suited for driving on moderate Colorado trails. I guess I need to put other rims and tires on when jeeping season is in time. |

| Issues with noise or vibration during difficult driving conditions | |
|---|---|
| **Please indicate on what surfaces you are experiencing issues. (check all that apply)** | when the suspension is all the way up, there is a funny thumping when the tires go over rocks. These are not big rocks, this is slow speeds. It goes away when you lower to offroad 1 settings. Can the suspension handle the higher level? |
| | Mud/ruts. |
| **Please indicate what is causing the issue (select all that apply)** | Air suspension. |
| | Noise generated by the tires on the terrain. |
| | Noise caused by contact with the terrain. |
| **Trouble occurs at these speeds. (check all that apply):** | When driving at very low speeds (0-10 MPH). |
| | When driving at low speeds (11-20 MPH). |
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| | Downhill. |
| | Bumpy or uneven surface. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | I have owned multiple Jeeps. Congrats you have built the best so far. The easy of steering, the number of features, the amount working so far without issues, the fell of the road are all excellent. Most of my comments are met to reach perfection. Please give me some advice on the issue raised, lets talk again over the next couple of years. It is great to see AMERICA produce this quality and work to beat the competition. You did it, but lets improve some simple things. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| | Yes. |

| Overview | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 2 (disagree). |
| **Smartphone Application covers the necessary features** | 2 (disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 2 (dissatisfied). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | I could not find the pandora app. The apps in the store are like Uconnect and yelp. Real weak. I think this was over inflated at sell time and week for the mobile era. |
| **What information did you need that was not included in the Smartphone Application?** | I think uconnect uses a 3g cell phone system in the car? Which it was clear how it worked. |
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | You really only have yelp and unconnect. |

| Interior Climate Control>Operation and Performance> | |
|---|---|
| **Operation and Performance** | Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located.<br>Heating, ventilation and air conditioning doesn't maintain desired temperature.<br>Air conditioner takes too long to get cold. |

| Off-Road Features and Functions | |
|---|---|
| **Off-Road Features and Functions** | Issues with wheels and tires in off-road conditions.<br>Issues with noise or vibration during difficult driving conditions. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 2. |
| **Clarity of sound** | 2. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 4. |
| **Integration with media players** | 3. |
| **Support for popular music/video formats** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 4. |
| **Climate control operation (function and ease of use)** | 3. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 3. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | Ease of steering and ride of car. The sounds system sounds nasally, lets fix this with a harmon kardon for a Summit. |
| **Is there anything about your new vehicle you would like to see changed?** | The SD card does not work, forgot to say that somewhere. Also, where do I get the mudflaps for this? Dealer cant find. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | See the comments inside. The carge cover scratches the sides of the inside car when the dealer puts it in the holes. Also it is too easy to kick and scratches the doors getting in and out. I order one vehicle and did not accept it because of this. The second one had some of this but we were able to get it to an acceptable level. You need to put a protective covers on doors kick areas--drivers for the carriers moving the vehilces are damaging it. The cargo cover needs to be wrapped so in shipping it does not bang around and then the dealer need to be more careful when they put it in. |
| **What has Chrysler done right?** | High quality car. Good feel. Good new technology but I am concerned there are some peculiar behaviors and it is not always intuitive. You have a car that can compete with the competition and then put it to shame when you disucss the 4x4 capability. Jeep drivers are loyal. Lets work together to keep this going. Massive improvement from my past jeeps. |

| Contact Me> | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Any of the issues I have raised. If you would like ongoing contact of what I experience over the years. I want to help you if you need it. |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 55K |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Lincoln.<br>Navigator.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Mercedes-Benz.<br>M-Class.<br>2014. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | On-Line blogs or forums.<br>Recommendations from friends or family.<br>Vehicle test drive.<br>Dealership information.<br>Manufacturer?s website.<br>Previous experience with the vehicle/brand. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Ability to do this over the internet |
| **Secondary vehicle you were considering:** | Mercedes-Benz.<br>Secondary Considered Vehicle: New. |
| **Primary vehicle in your household:** | Mercedes-Benz.<br>Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | Ford.<br>Explorer.<br>2014.<br>Secondary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted] |

| About You | |
|---|---|
| **How may children 17 or under live in your household?** | 0. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Sound system, Thumping sound on suspension when all the way up, gas mileage, tire/rims for off road, mud flaps, |

| Detail on High Rated Items | |
|---|---|
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | Metallic is good. Need mudflaps and chrome where doors hit. Need to take off gray painted stuff at bottom since it will catch in front when in Entry/Exit. |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | Looks good but it is hard to get bugs out of the grill matting used at bottom of lights and by radar. |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | The movement of the lights on turns could be better. Need a turn light on a mercedes. Overall the lights are excellent. They see a long distance. The highs do not come on soon enough. |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | Good but you can still improve this. Also fix the Summit level sound system with something like a Harmon Kardon versus this nasally system. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT9EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/02/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6018310605 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M352208599 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 240187043 | ***Report Version*** | 4 | ***Open Date*** | 09/22/2013 |
| ***Close Date*** | 09/23/2013 | ***Narrative Date*** | 09/27/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Other. |

### Other>

| | |
|---|---|
| **Please describe the other trouble you experienced:** | I really don't like the the battery under the front seat and not readily accessible. Not being able to shut the radio off can be a pain at times. I would also like to be able to raise the drivers another 3/4 of inch. The engine light has come on twice now, dealer can't tell me what's going on. The forward collision has been inabled since purchase. Message keeps telling me to wipe the front sensor to no avail, waiting to have dealer look at. All the tech may be nice to have but if it is not functioning correctly, not good and can be confusing for us older drivers. I also have two doors that don't fit flush, two window seals that need to be replaced, and front light molding loose, which means another schedule appointment. I have driven jeeps since 1984 and have the upmost confidence however the commander I traded in seemed to fit better. I really liked that vehicle and am dissappointed they are not available. Jeep should maybe look at making a truck again. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Please explain further about your choice to recommend your vehicle:** | Not yet, even though my past experience has been favorable, I'm just not getting a good fit yet, We will see. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

### What Can We Do Better?>

| | |
|---|---|
| **Feedback/Concerns:** | I would like to know the difference between quad-trac and quad-drive and why would I choose one over the other? |
| **What has Chrysler done right?** | Communication is good and over-all quality in most products. |

### Contact Me>

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 4. |
| **Ease of using system displays while driving** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Vehicle storage and space usage** | 3. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 3. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | Handling, ride, and 8 speed trans |
| **Is there anything about your new vehicle you would like to see changed?** | see prior comments |

| Detail on High Rated Items | |
|---|---|
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | Had small flaw on one rim that chrysler said was a road hazard happening, just hope winter salt don't make it worse. |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | like |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | like |
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | see comment above |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.** | Gear selector will take some getting use to |
| **You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.** | ask me again in one year |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | Have long time committment to jeep but am somewhat skepticle, time will tell, the vehicle or me |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Vehicle seems to be good and solid with many improvements. Surprised at all the updates since just 2009. More than I ever experienced within a 3/4 year trade span. Again, maybe just a matter of getting use to. However this survey may be a tad pre-mature. I would appreciate my concerns a stated above to be addressed, via e-mail please. Thank-You! |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Battery placement and drivers seat adjustment |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | too much, 50K |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Commander.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Chevrolet.<br>1500 Sport Pickups.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Under pressure, having trouble with commander drive train of which I had a lifetime warranty. Dealer and chrysler could not resolve the problem after 3/4 months working the problem and tieing the vehivle up for three and four days each time. Dealer had one car on lot, not eactly what I wanted but under the circumstance seemed to be the the better or easier avenue. Otherwise I could of easily jumped to general motors where the avalanche really seemed to fit better.<br>Previous experience with the vehicle/brand. |
| **Primary vehicle in your household:** | Jeep.<br>Grand Cherokee.<br>2014.<br>Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | Jeep.<br>Cherokee 4WD.<br>Secondary Household Vehicle: Purchased Used. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted]. |
| **What year were you born?** | 1[redacted] |
| **Please indicate your highest education level** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted] |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG1EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 07/15/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6186311415 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K193363306 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted]5 | ***System Key*** | 241525155 | ***Report Version*** | 2 | ***Open Date*** | 10/10/2013 |
| ***Close Date*** | 10/10/2013 | ***Narrative Date*** | 10/14/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 3. |
| **Ease of using system displays while driving** | 3. |
| **Integration with phones** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 5. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 3. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 3. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 3. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 3. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 4. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Fuel economy and driving range** | 5. |
| **Brake responsiveness/effort** | 2. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **What is your attitude overall towards your new car?** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 2. |
| **What are your favorite parts of your new vehicle?** | power, handling, off road capability, safety features |
| **Is there anything about your new vehicle you would like to see changed?** | UConnect freezes often, power rear seat adjustment, ventilated rear-seat, adaptive headlight, memory seat on passenger seat, power fold mirror, moemory settings for climate and rear view mirror. |

### About You

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 46,700 |
| **Is this your first new vehicle ever purchased / leased?** | Yes. |
| **Primary vehicle you were considering:** | Nissan. |
| | Pathfinder. |
| | Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Kelley Blue Book. |
| | Edmunds. |
| | On-Line blogs or forums. |
| | Vehicle test drive. |
| | Manufacturer?s website. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | performance |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Quality is a big concern. Uconnect has lot of issues. |

| Detail on High Rated Items | |
|---|---|
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | it's good |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain. |
| | Features/Controls/Displays. |
| | Brake System. |
| | Seats. |
| | Entertainment/Navigation System/Connectivity. |
| | Interior Climate Control. |
| | Other. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Uconnect Access Application. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working. |
| | Touchscreen Controls/Menu: Front Screen Display is broken/not working. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers have poor sound quality. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging broken/not working. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work. |
| | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition> | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition> | |
|---|---|
| | Voice Recognition feature does not have enough functions available. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | 4s |

| Speakers have poor sound quality | |
|---|---|
| **Please indicate which speaker has trouble (check all that apply):** | All speakers in the vehicle. |
| **Please indicate which media sources were being played (check all that apply):** | USB Drive.<br>SD. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | sometimes, it freezes and doesn't work until we kill the engine, get off the car and lock the car. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | When the forward collision warning happens |
| **Additional Comments:** | Forward collision functionality is not working properly. Navigation freezes often. |

| Text messaging broken/not working | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Text is not displayed on screen. |
| **Do you have the Uconnect Access free form speech option?** | No. |
| **Did this trouble occur after starting the vehicle?** | Yes. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system freezes-up/will not work> | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | it happened only once. I have entered into New York city, but it was thinking that I am still at New Jersey and asking me to turn on New Jersey streets |
| **Please indicate which navigation system item has trouble (check all that apply):** | Navigation system provides wrong directions. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | Yelp search is not working |
| **What button did you use?** | voice command |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Recognition feature does not have enough functions available> | |
|---|---|
| **Please describe additional functions you would like to have:** | I couldn't adjust the temperature, switching on AC or de-frost. |

| Seats>Adjustments and Controls> | |
|---|---|
| **Adjustments and Controls** | Rear folding seat/seatback controls are difficult to understand/use. |

| Seats>Adjustments and Controls>Rear folding seat/seatback controls are difficult to understand/use> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Rear is difficult to reclain and couldn't adjust. I have spent 46K on this car, not happy with rear seat features. |
| **Please indicate which seat's controls are difficult to understand/use (check all that apply):** | Driver's side rear seat.<br>Passenger's side rear seat. |
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | Controls require too much effort/force to operate.<br>Controls are not easy to reach. |

| Hand brake/parking brake control is poorly located | |
|---|---|
| **Why is the parking brake poorly located? (check all that apply):** | my left leg is touching it always<br>The location makes operating the hand brake/parking brake difficult. |

| Hand brake/parking brake control is poorly located | |
|---|---|
| | The location of the hand brake/parking brake is uncomfortable. |

| Interior Climate Control>Odor/smell> | |
|---|---|
| **Odor/smell** | Unpleasant interior smell/odor.<br>Air from vents smells moldy/stale. |

| Unpleasant interior smell/odor | |
|---|---|
| **Please indicate the unpleasant interior smell/odor (check all that apply):** | Chemical smell.<br>Air from the vents smell. |

| Hand brake/parking brake does not adequately hold vehicle | |
|---|---|
| **Where does the hand brake/parking brake problem occur?** | Will not hold vehicle on a slight incline. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Brake System>Brake Operation>Brake pedal feels mushy/soft> | |
|---|---|
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Light braking.<br>Moderate braking. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Low speeds (1-25 MPH).<br>Medium speeds (26-45 MPH). |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Brake System>Brake Operation> | |
|---|---|
| **Brake Operation** | Brakes do not have enough stopping power; brake pedal requires too much effort.<br>Brake pedal feels mushy/soft. |

| Hand Brake/Parking Brake | |
|---|---|
| **Hand Brake/Parking Brake** | Hand brake/parking brake does not adequately hold vehicle.<br>Hand brake/parking brake control is poorly located. |

| Brake System>Brake Operation>Brakes do not have enough stopping power; brake pedal requires too much effort> | |
|---|---|
| **Trouble with brakes occurs during this type of braking (check all that apply):** | vehicle is not stopping ant the expected distance<br>vehicle is not stopping ant the expected distance |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Low speeds (1-25 MPH).<br>Medium speeds (26-45 MPH). |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Features/Controls/Displays>Features and Controls>Voice Activiation System>Voice Activation System works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):** | Audio. |

| Features/Controls/Displays>Features and Controls>Voice Activiation System> | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Door locks/key fob entry system.<br>Voice Activiation System. |

| Features/Controls/Displays>Displays and Instruments> |
|---|

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Sometime it works, sometime it won't work. It's hard to reproduce the issue. Even the service agents are not skilled to understand or fix this issue |

| Contact Me> | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Transmission and Drivetrain>Automatic Transmission>Shifts at wrong times> | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 2nd Gear.<br>3rd Gear. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Hard acceleration. |

| Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions> | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 2nd Gear.<br>3rd Gear.<br>4th Gear. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Normal acceleration.<br>Hard acceleration. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears> | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 2nd Gear. |

| Transmission and Drivetrain>Automatic Transmission> | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions.<br>Shifts at wrong times.<br>Hesitation or delay when shifting between gears. |

| Transmission and Drivetrain>Transmission Noises> | |
|---|---|
| **Transmission Noises** | Transmission makes abnormal/excessive noises. |

| Interior Climate Control>Odor/smell>Air from vents smells moldy/stale> | |
|---|---|
| **Please indicate when the odor/smell is present (check all that apply):** | Odor/smell is noticeable for only a short time after air conditioner/heater/defroster is turned on.<br>Odor is only noticeable when the air conditioner is used.<br>Odor is only noticeable when the heater is used. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Overview | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | I should have go with some german or japanese cars |
| **What has Chrysler done right?** | Poor quality, waste of money |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBG2EC[redacted] | **Model Year** | 2014 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| **Built Date** | 07/31/2013 | **Market** | U | US | **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | **Serial#** | 6201310614 | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | **Serial#** | K207361424 | |
| **Color** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 241524982 | **Report Version** | 3 | **Open Date** | 10/10/2013 |
| **Close Date** | 10/10/2013 | **Narrative Date** | 10/15/2013 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | $43,815 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Grand Cherokee.<br>2006.<br>Replaced Vehicle: Purchased Used. |
| **Primary vehicle in your household:** | Jeep.<br>Grand Cherokee.<br>2014.<br>Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | Cadillac.<br>CTS Sedan.<br>Secondary Household Vehicle: Purchased Used. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | PhD. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted] . |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |

### Detail on High Rated Items

| | |
|---|---|
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | Overall very nice. Would prefer the navigation system, like the one in my 2006 Grand Cherokee, could display both distance and time to destination simultaneously. Satellite radio is a plus. Various input options for devices a plus. |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | Very attractive vehicle, at least if you're a Jeep lover. ;-) |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | Very nice, but wish Inferno Red Crystal Pearl and Bright Chrome colors were still available. |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | I like the automatic high beam feature, although am not certain low beam setting is actually low enough to avoid causing oncoming traffic problems. |
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | First time I've had a power telescoping steering wheel, which is helpful. |
| **You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.** | I like the separate map and interior lights, and that there are two lights in the liftgate. Wish the latter would stay illuminated longer. |
| **You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.** | Thanks to the safety features of the Advanced Technology Group I feel the safest in this vehicle I've ever been (except for the increased rollover risk inherent in an SUV). |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | To be fair I haven't really tested this yet; have been driving in Eco mode for fuel economy. Will try to remember to try out the Sport setting at some point.<br>The effect of the 8-speed transmission is very noticeable, both in terms of smooth shifting and helpful engine braking without downshifting. |

| Detail on High Rated Items | |
|---|---|
| **You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.** | |
| **You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.** | I am so glad I no longer am driving the gas-hungry V8 semi my 2006 JGC has! I'm getting 6 mpg more in the city and about 7 more on the highway. |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | This is my fourth consecutive Jeep Grand Cherokee, which is the best testament I can offer about my attitude toward the brand. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Unfortunately for this purpose, my expectations were very high so it's hard to think of anything which has exceeded them. Perhaps the Adaptive Cruise Control and the Front Collision mitigation system qualify. |

| Overview | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity. |

| Registration | |
|---|---|
| **Registration** | Registration is difficult to understand/use. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please tell us your cell phone model** | Galaxy S3 |
| **Please choose your cell phone brand** | Samsung. |
| **Please choose your cell phone carrier** | Verizon Wireless. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Uconnect Access Application.<br>Registration. |

| Registration is difficult to understand/use | |
|---|---|
| **Did you receive the registration email?** | Yes. |
| **Plese indicate which registration method you attempted (check all that apply):** | In vehicle registration. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 4. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | Advanced Technlology group, satellite radio, fuel economy, 8-speed transmission |
| **Is there anything about your new vehicle you would like to see changed?** | Would like options of storing saved destinations in separate folders in navigation system. Would like all-season tires when Trail Rated. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | I would have liked to have been given a choice of tires when special ordering my vehicle. I preferred one aspect of the navigation system in my previous vehicle, a 2006 Grand Cherokee: it provided for a number of folders where destinations may be saved under category names. I wish the Quadra-Drive transmission, which my 2000 Laredo, and 1999 and 2006 Limiteds had, were available on my six-cylinder 2014 Limited. |
| **What has Chrysler done right?** | Just about everything! I appreciate the new 8-speed transmission, and all the safety features in the Advanced Technology group. The Vehicle Information Center is very helpful, once one learns how to use it. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT6EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/24/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6007310524 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M349208220 | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 242146371 | ***Report Version*** | 4 | ***Open Date*** | 10/09/2013 |
| ***Close Date*** | 10/19/2013 | ***Narrative Date*** | 10/24/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

### Features/Controls/Displays>Features and Controls>

| | |
|---|---|
| **Features and Controls** | Active Suspension System. |

### Active Suspension System

| | |
|---|---|
| **Active Suspension System** | Active suspension system is broken/not working.<br>Active suspension system works but is difficult to understand/use. |

### Active suspension system is broken/not working

| | |
|---|---|
| **Please describe the trouble experienced with the active suspension system:** | system is flakey |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | can't figure it self out |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | The system is acting flakey. Also the console temp is acting flakey not giving correct numbers. |

### Active suspension system works but is difficult to understand/use

| | |
|---|---|
| **Please describe why the active suspension system is difficult to understand/use:** | Other (please describe). |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/07/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6204320060 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K217363096 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 242607762 | ***Report Version*** | 4 | ***Open Date*** | 10/14/2013 |
| ***Close Date*** | 10/24/2013 | ***Narrative Date*** | 10/29/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG4EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/10/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6121311060 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K129363395 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 242608097 | ***Report Version*** | 3 | ***Open Date*** | 10/14/2013 |
| ***Close Date*** | 10/24/2013 | ***Narrative Date*** | 10/29/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Remote vehicle start is difficult to understand/use

| | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | The "two click" on feature takes 4 to 6 clicks for the Jeep to respond. |

### Search engine

| | |
|---|---|
| **Bing** | Search engine works but is difficult to understand/use. |

### Search engine works but is difficult to understand/use

| | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Very slow service |

### Uconnect Store

| | |
|---|---|
| **Uconnect Store** | Uconnect store works but is difficult to understand/use. |

### Uconnect store works but is difficult to understand/use

| | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Not a lot of app offerings at this time |
| **Please describe the trouble you experienced (check all that apply):** | Not worth spending the money when there are very few notable apps |

### Text messaging broken/not working

| | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Wasn't even aware that text messaging would work on the screen. |
| **Do you have the Uconnect Access free form speech option?** | No. |

### Entertainment/Navigation System/Connectivity>Navigation System>Navigation system freezes-up/will not work>

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | When driving with navigation |
| **Additional Comments:** | Oftentimes, I will have a POI set and the navigation will freeze. Also freezes clock on the unit. |

### Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesnt work/or is difficult to understand>

| | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | No traffic information is found |

### Features/Controls/Displays>Displays and Instruments>Odometer/trip odometer broken/not working>

| | |
|---|---|
| **Please indicate which feature of the odometer/trip odometer system is broken/not working properly (check all that apply):** | Had the vehicle completely stop working. Drove with no odometer/speedometer for several miles until I got the Jeep Serviced. |
| **Please indicate what type of trouble was experienced with the odometer/trip odometer (check all that apply):** | See above. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | Happened at the 82 mile level |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Features/Controls/Displays>Displays and Instruments>

| | |
|---|---|
| **Displays and Instruments** | Odometer/trip odometer broken/not working.<br>Instrument panel illumination/warning/indicator lights broken/not working. |

### Front heating, ventilation and air conditioning controls are broken/not working

| Front heating, ventilation and air conditioning controls are broken/not working | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Front single HVAC control. |
| **Please indicate which control is broken/not working properly (check all that apply):** | temp control did not "save" or start with remote start |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | Within first month of ownership |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Features/Controls/Displays>Displays and Instruments>Instrument panel illumination/warning/indicator lights broken/not working> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Similar to issue with odometer - all the warning lights in the system shorted-out, broke - started flashing at once. |
| **Please describe in the box below where on the instrument panel/dashboard the trouble with broken/damaged materials is located:** | All warning signals came on. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Interior Climate Control>Controls and Switches> | |
|---|---|
| **Controls and Switches** | Front heating, ventilation and air conditioning controls are broken/not working. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Transmission and Drivetrain.<br>Seats.<br>Engine.<br>Entertainment/Navigation System/Connectivity.<br>Interior Climate Control. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Search Engine.<br>Uconnect Store.<br>Remote Features. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging broken/not working. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| | Navigation system works, but traffic information doesn?t work / or is difficult to understand. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | iPhone |
| **If known, please tell us your software version** | Latest |

| Remote Features | |
|---|---|
| **Remote Features** | Remote vehicle start is difficult to understand/use. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG6EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/28/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6141311079 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K147361486 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 242146128 | ***Report Version*** | 5 | ***Open Date*** | 10/10/2013 |
| ***Close Date*** | 10/20/2013 | ***Narrative Date*** | 10/25/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 5. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

### What Can We Do Better?>

| | |
|---|---|
| **What has Chrysler done right?** | Love the car. Fun to drive. |
| **Feedback/Concerns:** | Brake warning turns on with no cars around when driving. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth> | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system loses connection. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Motorola. |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Connection problem happens on:** | Cell phone network. |
| **Is there more than one phone paired to the vehicle?** | Yes. |
| **Lost connection problem happens when:** | In the middle of a call. |
| **Were you in the middle of a call?** | Yes, and transferred call to headset. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |

| About You | |
|---|---|
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your ethnicity** | [redacted]n. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Honda.<br>Odyssey.<br>2011.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Mercedes-Benz.<br>380 Series.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Kelley Blue Book. |

| Detail on High Rated Items | |
|---|---|
| | Touch screen is great. |

| Detail on High Rated Items |
| --- |
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** |

| Continuous Quality Insight | |
| --- | --- |
| **Continuous Quality Insight** | Brake System.<br>Entertainment/Navigation System/Connectivity. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9EC2[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/06/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6210310859 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K214361393 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 242146801 | ***Report Version*** | 5 | ***Open Date*** | 10/10/2013 |
| ***Close Date*** | 10/20/2013 | ***Narrative Date*** | 10/25/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT1EC2[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 07/29/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6186310581 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M200396122 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 244277732 | ***Report Version*** | 4 | ***Open Date*** | 11/10/2013 |
| ***Close Date*** | 11/15/2013 | ***Narrative Date*** | 11/20/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Contact Me>

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Technology (GPS), Driver information Center, ventilated seats, transmission. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 2. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 2. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 5. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Fuel economy and driving range** | 4. |
| **Brake responsiveness/effort** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | Climate Controls (heated and ventilated seats) Auto heat and cool. |
| **Is there anything about your new vehicle you would like to see changed?** | I would like to see elevation on the navigation display and engine hours on the driver information center. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | My satellite radio sound quality is awful. The sound system in the Jeep is great because my media sounds great, but my SiriusXM sounds plain awful. I suspect the Sirius receiver unit is going to fail. I hope that it does while its under warranty. |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 59.8K |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Grand Cherokee.<br>2013.<br>Replaced Vehicle: Purchased Used. |
| **Primary vehicle you were considering:** | Dodge.<br>Durango.<br>2014.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Kelley Blue Book.<br>Edmunds.<br>Vehicle test drive.<br>Manufacturer?s website.<br>Previous experience with the vehicle/brand. |
| **Secondary vehicle you were considering:** | Ford.<br>F-150.<br>2014.<br>Secondary Considered Vehicle: New. |
| **Primary vehicle in your household:** | Jeep.<br>Grand Cherokee.<br>2014.<br>Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | Honda.<br>Accord Sedan.<br>2008.<br>Secondary Household Vehicle: Purchased Used. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | 1[redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your total household income (before taxes)?** | $125,000 - $149,999. |

| Detail on High Rated Items | |
|---|---|
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | Big, responsive touchscreen. |
| **You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.** | Gets me where I need to go. |
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | Seems to work. Sound system has very high quality with media, but Sirius radio sounds awful. It sounded great in my old Dodge Charger though. |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | If you took the badging off the interior of the car and placed a suburbanite in the car, they would think that they were driving a high end, German import. |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | I love black paint. |

| Detail on High Rated Items | |
|---|---|
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | Black paint with tasteful "chrome" accents...Love it. |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | I'm pretty happy with it. |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | I'm pretty happy with it. |
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | I like the rims on my Summit almost as much as the rims on my old SRT8. |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | These headlights have got to be best in class. |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | I could drive cross country in this vehicle and would feel like I was in my easy chair the whole time. |
| **You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.** | The storage area in the dash, and the doors is a welcome change to most other vehicles. The console storage is nice and deep too. |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | My girlfriend is[redacted]" and she normally has her knees in the glovebox. The Grand Cherokee gives her all sorts of space. |
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | My Summit lowers when I put it in park. That's just about the coolest thing ever. |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | Nice and quiet. |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | Multi-direction seat adjustments are nice. |
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | I'm happy with it. |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.** | Everything is easy to access. |
| **You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.** | I'm happy with it. |
| **You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.** | Big responsive touchscreen. |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | I was concerned about getting a 5.7 hemi after driving a 6.4 hemi, but I haven't missed the power. |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | It's quiet. The engine does sound odd when driving under low load. |
| **You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.** | The few times I've had to drive across a field, the Jeep has been completely satisfactory. |
| **You rated ride quality High. Use this space to provide any specific comments you would like to share.** | Love it. |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | Easy, yet solid steering feel. |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | The dealership converted me from a very dissatisfied SRT owner to a very satisfied Summit owner. |
| **You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.** | Everything seems nice and solid |
| **You rated the value of your new car High. Use this space to provide any specific comments you would like to share.** | The Grand Cherokee seems like it'll last. |
| **You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.** | The dealership converted me from a very dissatisfied SRT owner to a very satisfied Summit owner. |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | Even after my horrible experience with the Grand Cherokee SRT, I still love the brand. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Comfort. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Overview | |
|---|---|
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |

| Overview | |
|---|---|
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 2 (disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | The Uconnect 8.4 allows for an great smartphone integration, but the Jeep app is basically an electronic brochure. Jeeps are all about adventure, despite the fact that most Grand Cherokee's rarely see the trails that they were designed for. The GPS has elevation information, how about sending that information from the Navigation system to the phone over Bluetooth using the smartphone app as your gateway to plot your trail and change in elevation while on the trail if so desired? That's just one thing, a smartphone app could that is connected to the vehicle over bluetooth could provide vehicle information to the owner on their phone...all sorts of stuff. |
| **What information did you need that was not included in the Smartphone Application?** | How to get the uconnect 8.4 to be compatible with an iPhone 5 for voice texting. |
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | It seems to be an electronic brochure rather than an integrated part of the Jeep experience. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | I have been very satisfied with my new Grand Cherokee. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | Keep pushing your electronics team. There's a lot of technology features that were only half done. Sure Chrysler does a better job than the other American car manufacturers, but beating the worst in the industry only makes you mediocre. |
| **What has Chrysler done right?** | Fit and finish, durability, styling. |

| Transmission and Drivetrain>Automatic Transmission>Shifts at wrong times> | |
|---|---|
| **Additional Comments:** | Typically, shifting into reverse from park shortly after startup (during the elevated idle time) is rough and makes an audible "Clunk" and in highly congested traffic conditions when frequent mild acceleration and deceleration. Shifting is beautiful under normal and hard acceleration. |

| Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions> | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | typically, shifting into reverse from park shortly after startup (during the elevated idle time) is rough and makes an audible "Clunk".<br>Typically under low load (coasting or in congested traffic) the frequent up and down shifting gets rough and more audible. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | When navigating "Stop and go" and highly congested traffic. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Not sure. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Typically typically, shifting into reverse from park shortly after startup (during the elevated idle time) is rough and makes an audible "Clunk" and under low load (coasting or in congested traffic) the frequent up and down shifting gets rough and more audible. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Transmission and Drivetrain>Automatic Transmission> | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions.<br>Shifts at wrong times. |

| Brake System>Brake Operation>Brakes do not have enough stopping power; brake pedal requires too much effort> |
|---|

| Brake System>Brake Operation>Brakes do not have enough stopping power; brake pedal requires too much effort> | |
|---|---|
| **Trouble with brakes occurs during this type of braking (check all that apply):** | So my 2014 Jeep Grand Cherokee Summit may be the victim of user bias. My last vehicle was a 2013 Jeep Grand Cherokee SRT and before that was a 2007 Dodge Chrager R/T with performance brakes. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Typically, the braking seems to unsatisfactory when approaching a stop light. |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | The unsatisfactory braking seems to come from undersized brakes.<br>The unsatisfactory braking seems to come from undersized brakes.<br>I live in South Carolina. I'll get back to you when I visit family up North after the holidays. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | I could just want higher performance brakes. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | So my 2014 Jeep Grand Cherokee Summit may be the victim of user bias. My last vehicle was a 2013 Jeep Grand Cherokee SRT and before that was a 2007 Dodge Chrager R/T with performance brakes. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Features/Controls/Displays.<br>Transmission and Drivetrain. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | The Collision Avoidance/Alert System has a hard time discerning the difference between a possible or incumbent rear end collision and the vehicle in front of you turning right. |
| **Additional Comments:** | I have the Uconnect 8.4 and I love the Controls setup. |

| Brake System>Brake Operation> | |
|---|---|
| **Brake Operation** | Brakes do not have enough stopping power; brake pedal requires too much effort. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJT7EC[redacted] | **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| **Built Date** | 08/10/2013 | **Market** | U | US | **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| **Engine** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | **Serial#** | 6186310821 | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | **Serial#** | M193390876 | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 244277674 | **Report Version** | 5 | **Open Date** | 11/16/2013 |
| **Close Date** | 11/16/2013 | **Narrative Date** | 11/21/2013 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### Detail on Low Rated Items

| | |
|---|---|
| **You rated head/leg/foot room Low. Use this space to provide any specific comments you would like to share.** | Beyond my previous comments about the electronics, I find the brake pedal to be dangerous and possibly a safety hazard. The brake pedal seems to have a bracket that occupies space to the left of the pedal, that interferes with the location of my left foot. If my left foot is even slightly outside of the blank space to the left of the pedals, I will find myself often smashing my foot under the brake pedal bracket while my right foot is applying the brake. Because of the surprise and/or pain during this experience, it has sometimes causes me to release the brake inadvertently. Obviously one is not supposed to place their other foot underneath the brake pedal, but the design of this pedal causes there to be other hazardous spaces that aren't directly underneath either pedal. |

### About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | ~51000 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Grand Cherokee.<br>2009.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle in your household:** | BMW.<br>M3.<br>Primary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | 1[redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | Single / never married. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted]n. |
| **What is your total household income (before taxes)?** | $125,000 - $149,999. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | Beyond my previous comments about the electronics, I find the brake pedal to be dangerous. It seems to have a bracket that occupies space to the left of the pedal, that interferes with the location of my left foot. I find myself often smashing my left foot under the brake pedal bracket while my right foot is applying the brake. This sometimes causes me to release the brake inadvertently. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 4. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 5. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 1. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 3. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays.<br>Vehicle Exterior.<br>Interior Climate Control. |

| Assist Button | |
|---|---|
| **Assist Button** | Assist button works but is difficult to understand/use. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Recognition feature does not have enough functions available> | |
|---|---|
| **Please describe additional functions you would like to have:** | This may pertain to the entire entertainment system. If I have the music muted when I turn off the vehicle, it is not muted when I start it the next time. I do not like being surprised that the car has decided to change the volume/mute settings from when I was in there last. |

| Assist button works but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please describe the trouble you experienced:** | The button will not turn off the assist function if pressed a second time. |

| Active suspension system works but is difficult to understand/use | |
|---|---|
| **Please describe why the active suspension system is difficult to understand/use:** | The system likes to switch between aerodynamic and standard ride heights too frequently. It should learn my driving style and realize that it does not need to adjust the height during slower parts of my drive. I would |

| Active suspension system works but is difficult to understand/use | |
|---|---|
| | be okay selecting options that relate to how aggressive it is with regard to automatic height changes. |

| Features/Controls/Displays>Features and Controls>Cruise control system> | |
|---|---|
| **Cruise control system** | Cruise control system works properly, but difficult to understand/use; controls in a poor location. |

| Interior Climate Control>Operation and Performance> | |
|---|---|
| **Operation and Performance** | Heating, ventilation and air conditioning doesn't maintain desired temperature. |

| Heating, ventilation and air conditioning doesn't maintain desired temperature | |
|---|---|
| **At what internal temperature does the setting no longer maintain desired temperature (check all that apply):** | Below 70 degrees. |
| **Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):** | Outside temperature between 40 and 49 degrees. |
| **Please indicate which HVAC zone does not maintain desired temperature (check all that apply):** | Front HVAC. |
| **If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Additional Comments:** | In this case, the exterior temperature was approximately 45F. The climate system was set to ~70F. For some reason, it decided to turn on the air conditioning through the front vents, instead of using heat on the lower vents. It was making me much more cold, when it should have been heating me up. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | I do not like the transmission shifting control, but despite selecting the "Controls" survey category, it was not listed. My concern is this: when shifting from drive to park, I press the button and move the lever all the way forward. I apparently must being doing this too fast, because it frequently does not register that I moved the lever all the way to park. Instead, it puts the vehicle into reverse, and I am surprised to find the vehicle revering itself when I take my foot off the brake. I have moved the selector all the way forward, and I know by feel that I have done so. I should not be required to inspect the instrument cluster to ensure that the system has registered the action I have taken to mean that I want the vehicle in park, not reverse. |
| **What has Chrysler done right?** | I very much appreciate that Chrysler is applying modern technology to its vehicles. I am happy with the overall design and build quality of the vehicle. Clearly, the mechanical side is currently where Chrysler currently excels. |

| Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please indicate why the cruise control system controls are difficult to understand/use; are in a poor location (check all that apply):** | The cruise control system is too aggressive at reducing speed when speed does not need to be reduced. For instance, when traveling over a small incline/decline, for instance, near a highway overpass, the vehicle speeds up when traveling down the decline. However, the cruise control system decides to apply the brakes after the target speed is exceeded by only a |

| Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| | few MPH. I do not want the system to be applying the brakes for me in this case (no vehicles in front, active cruise control, etc). If minor braking is required, it should engine brake instead. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system is difficult to use> | |
|---|---|
| **Do you recall specific commands that you were using?** | I cannot turn the voice system off after I accidentally hit the button. It is unacceptable to not be able to press one of the buttons to be able to make it be quiet. I do not want to have to speak to it to make it shut up. I should be able to press the end button, or hold down the voice activation button for a couple of seconds for it to turn back off again. |
| **Please indicate why the hands-free phone / bluetooth system is difficult to use:** | Operation of controls is confusing.<br>Need to wait until voice prompt is finished. |

| Vehicle Exterior>Liftgate>Liftgate>Liftgate> | |
|---|---|
| **Liftgate** | Liftgate latch works, but is difficult to operate. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Assist Button. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth> | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system is difficult to use. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition> | |
|---|---|
| **Voice Activation / Recognition** | Voice Recognition feature does not have enough functions available. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | Sprint Nextel. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | iPhone 5 |
| **If known, please tell us your software version** | iOS 7 |

| Vehicle Exterior>Liftgate>Liftgate latch works, but is difficult to operate>Liftgate latch works, but is difficult to operate> | |
|---|---|
| **Why is the door handle/latch difficult to operate? (check all that apply):** | This is a power liftgate, but when walking to the car and pressing the open button, I have no external indication that the opening has started because it takes a few moments for the liftgate to move. If I have a heavy load in my hands, I want to know whether I've successfully pressed the button on the key FOB, but I find myself pressing it too many times, and the vehicle begins to malfunction or freak out. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | Power on/off, volume dial. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | If I have the music muted when I turn off the vehicle, it is not muted when I start it the next time. I do not like being surprised that the car has decided to change the volume/mute settings from when I was in there last. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Active Suspension System.<br>Cruise control system. |

| Active Suspension System | |
|---|---|
| **Active Suspension System** | Active suspension system works but is difficult to understand/use. |

**Active Suspension System**

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECT9EC2[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | |
| ***Built Date*** | 05/31/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6141310995 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M147378483 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 244798413 | ***Report Version*** | 3 | ***Open Date*** | 11/22/2013 |
| ***Close Date*** | 11/22/2013 | ***Narrative Date*** | 11/27/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Exterior>Liftgate>Abnormal squeaks/rattles/noises coming from liftgate>Abnormal squeaks/rattles/noises coming from liftgate>

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | there is some kind of rattling that is a hollow sound in the back of the car all the time |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Vehicle Exterior>Exterior Appearance/Paint:>Body panels/doors misaligned/excessive gaps/poor fit>

| | |
|---|---|
| **Please indicate the location of the trouble (check all that apply):** | the gap on this door is way larger than any other door when closed. looks like it isn't closed all the way |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Vehicle Exterior>Lights>Exterior light lenses cracked/scratched>

| | |
|---|---|
| **Please indicate which exterior light lenses were cracked/scratched (check all that apply):** | when the lights are on there are scratches or small nicks inside the clear plastic<br>when the lights are on there are scratches or small nicks inside the clear plastic |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Other.<br>Vehicle Exterior. |

### Vehicle Exterior>Exterior Appearance/Paint:>

| | |
|---|---|
| **Exterior Appearance/Paint:** | Body panels/doors misaligned/excessive gaps/poor fit. |

### Vehicle Exterior>Lights>

| | |
|---|---|
| **Lights** | Exterior light lenses cracked/scratched. |

### Vehicle Exterior>Liftgate>Liftgate>Liftgate>

| | |
|---|---|
| **Liftgate** | Abnormal squeaks/rattles/noises coming from liftgate. |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 5,000-6,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Other>

| | |
|---|---|
| **Please describe the other trouble you experienced:** | the auto braking system is WAY to sensitive freaks me out! |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | something small is in front of the car |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### What Can We Do Better?>

| | |
|---|---|
| **What has Chrysler done right?** | the jeep grand cherokee and getting your image back on point |

## What Can We Do Better?>

## Contact Me>

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Overview

| | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | the connectivity and styling on the new jgc is amazing and i love it |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |

## About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 45000.00 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Lexus.<br>GS 350.<br>2008.<br>Replaced Vehicle: Purchased Used. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | the front end redo and interior upgrades |
| **Primary vehicle in your household:** | Jeep.<br>Grand Cherokee.<br>2014.<br>Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | Jeep.<br>Wrangler Unlimited.<br>2013.<br>Secondary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | [redacted] |
| **Please indicate your ethnicity** | [redacted]. |
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 5. |
| **Integration with media players** | 3. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 3. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 4. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | styling room and function |
| **Is there anything about your new vehicle you would like to see changed?** | ability to show playlists from phone, and better spotify integration |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | i just wish i could have my entire playlist show up and be able to go thru it on the screen. also playlists connected from spotify showing up as well. not just clicking thru them one by one |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG7EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/27/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6036310837 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K056363544 | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted]0 | ***System Key*** | 245810897 | ***Report Version*** | 5 | ***Open Date*** | 11/27/2013 |
| ***Close Date*** | 12/07/2013 | ***Narrative Date*** | 12/12/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| **Continuous Quality Insight** | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

| **No Concerns>** | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Nothing needed |
| **Please explain further about your choice to recommend your vehicle:** | A great vehicle. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | More POI information is needed. |
| **What information did you need that was not included in the Smartphone Application?** | rural places |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | urban information |
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | see above |

| **What Can We Do Better?>** | |
|---|---|
| **Feedback/Concerns:** | none |
| **What has Chrysler done right?** | A greatly improved vehicle, with excellent construction and features. |

| **Contact Me>** | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| **Vehicle Satisfaction Ratings** | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 5. |
| **Integration with media players** | 3. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Appearance of exterior paint** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 3. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 3. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Brake responsiveness/effort** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **What are your favorite parts of your new vehicle?** | driver controls |
| **Is there anything about your new vehicle you would like to see changed?** | stronger brakes |

| Detail on High Rated Items | |
|---|---|
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | none |
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | none |
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | none |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | high beam is on too long sometimes |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | none |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | none |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | none |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | none |
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | none |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.** | none |
| **You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.** | none |
| | none |

| Detail on High Rated Items | |
|---|---|
| **You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.** | |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | none |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | none |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | none |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | comfort |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | none |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT6EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/21/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6192310320 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M192388690 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 246454836 | ***Report Version*** | 5 | ***Open Date*** | 12/16/2013 |
| ***Close Date*** | 12/16/2013 | ***Narrative Date*** | 12/20/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

### No Concerns>

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Have not taken my vehicle to any dealer since taking delivery. |
| **Please explain further about your choice to recommend your vehicle:** | It is proven vehicle and good value. It has genuine features that would allow driving on marginal roads. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Don't have representatives call about our experience with the vehicle at 11:15 p.m. , surely they know Florida is on the east coast/ |

### What Can We Do Better?>

| | |
|---|---|
| **Feedback/Concerns:** | The auto braking feature could use some tweaking. It applies the brakes overly fast for most conditions and presents a tail end crash possibility. I no longer use that feature in heavier traffic but I may start using it in lighter traffic conditions. |
| **What has Chrysler done right?** | It is the best Jeep we have owned, having owned 6 previously. |

### Contact Me>

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 3. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Side/profile view styling (driver's side or passenger's side exterior area)** | |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 3. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 3. |
| **Safety and visibility while driving** | 4. |
| **Climate control operation (function and ease of use)** | 3. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 4. |
| **Engine exhaust sound** | 4. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 4. |
| **Brake responsiveness/effort** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **What are your favorite parts of your new vehicle?** | The navigation system is current and easy to use. |
| **Is there anything about your new vehicle you would like to see changed?** | The mileage could be better |

| Detail on High Rated Items | |
|---|---|
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | I have had Bose systems in other vehicles but this is the best sounding system so far. |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | It looks like a higher end SUV but retains a Jeep look. Very nice. |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | I would like to see some more color options would be my only regret. The finish is very good. |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | Really like the headlights in style and function. |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | Like the blind spot warnings. |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | Good visibility too. |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | Wonderful feature |
| **You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.** | Smoothest shifting vehicle I have ever driven the gear down to lowest gear takes a bit of getting used to because it slows the vehicle more than most vehicles of this type. |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | Great dealer experience and a stellar sales person in Guy Martin! |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | The more I drive this vehicle the more I appreciate its quality. Nice job, Jeep. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | The only feature that was a bit frightening was pulling up to a concrete curb stop and watching the vehicle lower onto the curb from its earlier higher driving stance? |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | When you trade in you never really know, do you? |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | GMC.<br>3500 Pickups.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Chevrolet.<br>Tahoe Hybrid.<br>2014.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Previous experience with the vehicle/brand. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | 1[redacted] |
| **Please indicate your highest education level** | Professional pilot |
| **What is your current marital status?** | [redacted] |
| **Please indicate your ethnicity** | [redacted]. |
| **What is your total household income (before taxes)?** | $125,000 - $149,999. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM5EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/01/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C080305110 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M256312814 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 247449594 | ***Report Version*** | 4 | ***Open Date*** | 12/31/2013 |
| ***Close Date*** | 12/31/2013 | ***Narrative Date*** | 01/03/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 51500 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Volkswagen.<br>Touareg.<br>2012.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | BMW.<br>M5.<br>2014.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive.<br>Manufacturer?s website.<br>Automotive magazines. |
| **Primary vehicle in your household:** | Jeep.<br>Grand Cherokee.<br>2014.<br>Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | Lexus.<br>CT 200h.<br>2012.<br>Secondary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Urban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | Trade / technical school. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your total household income (before taxes)?** | More than $200,000. |

### Detail on High Rated Items

| | |
|---|---|
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | See prior |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | I like rear spoiler & dual exhaust look |
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | 5 spoke classic and easy to keep clean |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.** | Love auto high beam dim |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | Diesel! |
| **You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.** | 8 speed matched well to engine |

| Detail on High Rated Items | |
|---|---|
| **You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.** | Its a jeep |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | Expected less after my 2012 Touraeg TDI was pleasantly surprised. |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | Jim Fisher and all that i dealt with understood what I wanted. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | Braking - On occasion i get a slight jerk when coming to a complete stop. If it continues I'll take it to the dealer. |
| **What has Chrysler done right?** | Style, Handling, Electronics, Safety Features, ease of use & Diesel! |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 4. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 4. |
| **Integration with media players** | 2. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 4. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 4. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | Diesel (power) safety & convenience |
| | No |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Media | |
|---|---|
| **Media** | AUX. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth> | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system loses connection. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | I Phone 4s |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Interior Climate Control.<br>Brake System. |

| Overview | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | See previous comments - Best vehicle i've owned |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | hard control of seats preferred |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Connection problem happens on:** | Bluetooth connection between cell phone and the radio. |
| **Is there more than one phone paired to the vehicle?** | Yes. |
| **Lost connection problem happens when:** | Other: Please describe when this trouble occurs. |
| **Were you in the middle of a call?** | No. |
| **Additional Comments:** | Media only |

| Interior Climate Control>Controls and Switches> | |
|---|---|
| **Controls and Switches** | Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located. |

| AUX | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | I Phone 4s fine for calls, wont stay connected for bluetooth media |
| **Where is the location of the media port?** | Bluetooth |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | It rarely plays media |

| Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Would like hard button for heated seats & steering wheel in lieu of having to go through a couple touch screens - its minor. |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Seat Heating/Ventilation controls only |
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Used to hard controls for seat heat/vent |
| **Additional Comments:** | I love my 2014 Jeep Grand Cherokee Overland Diesel. It is the best car I've ever owned. My comments are all minor. My I phone works flawlessly for a phone, but the bluetooth rarely works for playing my music via media, even though it shows connected. Overall you hit a home run with this vehicle. Last car was a 2012 VW Touraeg TDI. This one handles just as well and exceeds in every other category. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBT2E[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/01/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | ***Serial#*** | 6248311155 | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | ***Serial#*** | M250342882 | | |
| ***Color*** | PGZ | BLACK FOREST GREEN PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 247601355 | ***Report Version*** | 3 | ***Open Date*** | 01/02/2014 |
| ***Close Date*** | 01/02/2014 | ***Narrative Date*** | 01/07/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Overview

| | |
|---|---|
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 2 (disagree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | dealer set it up for us |

### Other>

| | |
|---|---|
| **Please describe the other trouble you experienced:** | BRAKE LIGHT WARNING FOR NO REASON |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | slow speed NO TRAFFIC |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Features/Controls/Displays>Features and Controls>

| | |
|---|---|
| **Features and Controls** | Light switches/controls. |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Other. |

### What Can We Do Better?>

| | |
|---|---|
| **Feedback/Concerns:** | Dealer has been good |
| **What has Chrysler done right?** | like the car our 4th Jeep |

### Contact Me>

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 4. |
| **Ease of using system displays while driving** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 3. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | heated steering wheel! |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | approx $47K |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Grand Cherokee.<br>1999.<br>Replaced Vehicle: Purchased New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Previous experience with the vehicle/brand. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Only shopped for Jeep |
| **Primary vehicle in your household:** | Jeep.<br>Grand Cherokee.<br>2014.<br>Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | Jeep.<br>Grand Cherokee.<br>Secondary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Rural. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |

| About You | |
|---|---|
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted] |

| Detail on High Rated Items | |
|---|---|
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | wish the forest green looked more green on a grey day |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | The shift is very sensitive |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | had to go to second dealer..first dealer is Saco ME were jerks! made appt to test drive hemi didn't have one didn't want us to oder car we wanted, etc. Bournval in Portsmouth NH was great to deal with |
| **You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.** | All of our jeeps have had 150,000 plus miles with great reliability |
| **You rated the value of your new car High. Use this space to provide any specific comments you would like to share.** | like the full size spare tire...several neighbors envious of this feature for their cars |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Getting in and out the new jeep is a little higher off ground...harder to transport elderly relative...but you've improved the overhead handles...last jeep on side...not good for older passengers. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | two of our neighbors just bought the new jeep because of us..we've always liked the performance of our jeeps |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM1EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 09/27/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C059302467 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M209300066 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 247687748 | ***Report Version*** | 3 | ***Open Date*** | 01/03/2014 |
| ***Close Date*** | 01/03/2014 | ***Narrative Date*** | 01/08/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Features/Controls/Displays>Displays and Instruments>Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.>

| | |
|---|---|
| **Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.** | Controls/displays require too much attention (must take eyes off the road) to operate.<br>Controls/Display are confusing or difficult to operate. |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | we are not tech savy and changing settings are very frustrating.<br>the first time it went off, I nearly wrecked the car. the warning system should be gradually elevated to avoid creating a panic situation. |

### Blind spot monitoring/warning system works properly, but is difficult to understand/use; controls/displays are in a poor location

| | |
|---|---|
| **Please indicate why the blind spot monitoring/warning system is difficult to understand/use or is in a poor location (check all that apply):** | it needs to be able to change colors. ie: green, yellow, red would really help and be more user friendly |

### Features/Controls/Displays>Displays and Instruments>Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.>Controls/Display are confusing or difficult to operate>

| | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Controls/displays are confusing.<br>Controls/displays are difficult to operate. |
| **Please select all that applies:** | Scrolling through features is confusing / does not make sense.<br>Controls require too much effort/force to operate. |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

### Outside temperature gauge works properly, but is difficult to understand/use; controls/displays are in a poor location

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | it would be better on the rear view mirror. the passengers are always trying to read the instrument panel. |

### Contact Me>

| | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| What Can We Do Better?> | |
|---|---|
| **What has Chrysler done right?** | diesel engine, handling, maneuverability are excellent! |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Features/Controls/Displays. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location.<br>Blind spot monitoring/warning system works properly, but is difficult to understand/use; controls/displays are in a poor location.<br>Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc..<br>Outside temperature gauge works properly, but is difficult to understand/use; controls/displays are in a poor location. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT4EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/09/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6269310951 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M273351552 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 248068098 | ***Report Version*** | 1 | ***Open Date*** | 01/08/2014 |
| ***Close Date*** | 01/09/2014 | ***Narrative Date*** | 01/10/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Hard controls/menus: Front Screen Display: Other Concerns

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe the other trouble you experienced:** | PASSENGER DOOR DOES NOT CLOSE PROPERLY. WILL NEED TO HAVE THAT ADJUSTED BUT HAVE NOT HAD TIME TO TAKE AND LEAVE IN SERRVICE, WHICH IS WHAT I WILL NEED TO DO. ALSO, CENTER CONSOLE HAS ALREADY BROKEN EVEN THOUGH I KEEP NOTHING IN THERE. GREAT QUALITY |
| **Additional Comments:** | I MISS MY 2011 OVERLAND. THIS 2014 SUMMIT IS THE OLE BAIT AND SWITCH. NOT HIGHER END OF ANYTHING.....MUCH, MUCH LOWER QUALITY FROM THE LEATHER SEATS TO THE FUNCTIONALITY OF THE RADIO. |

### Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location

| | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use.<br>Poor location. |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | HAVE ALREADY ANSWERED...PLEASE SEE PREVIOUS COMMENTS<br>PLEASE SEE PREVIOUS COMMENTS IN THE SURVEY |
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | EXPLAINED IN PREVIOUS RESPONSES<br>AGAIN, RESPONDED TO THIS PREVIOUSLY |

### Speakers rattle

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Hands-Free Phone / Bluetooth system voice activation doesnt recognize command

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Please indicate which words, if any, are constantly misrecognized:** | SEND phone numbers This function is improved over 2011 |

### Hands-Free Phone / Bluetooth system phonebook does not work correctly

| | |
|---|---|
| **Please indicate which aspect of the phonebook does not work properly (check all that apply):** | Phonebook does not download. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **How many contacts do you have in your phone?** | 25-499. |

### Features/Controls/Displays>Displays and Instruments>

| | |
|---|---|
| **Displays and Instruments** | Blind spot monitoring/warning system works properly, but is difficult to understand/use; controls/displays are in a poor location.<br>Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc..<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

### Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location

| | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | That "REPLAY" feature is a joke. was so nice on my 2011 Overland. |
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | REPLAY, |

| Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | 8" OF SCREEN IS NOT GREAT WHEN YOU ARE SHORTER. BIGGER IS NOT ALWAYS BETTER<br>Difficult to find feature in menu.<br>hard to use... stated previously<br>there are hard controls for this?<br>Seek/scan/program/repeat/random/auto memory controls. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | for example: saying the word send when replying to a text message. it never understands |
| **What button did you use?** | ??????? |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.<br>Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location.<br>Hard controls/menus: Front Screen Display: Other Concerns.<br>Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.<br>Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location.<br>Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Media | |
|---|---|
| **Media** | Radio. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers rattle. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but traffic information doesn?t work / or is difficult to understand. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth> | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.<br>Hands-Free Phone / Bluetooth system phonebook does not work correctly.<br>Hands-Free Phone / Bluetooth system loses connection. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition> | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Motorola. |
| **Please tell us your cell phone model** | droid 4 |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Seats. |

| Continuous Quality Insight | |
|---|---|
| | Features/Controls/Displays. |
| | Other. |

| Seats>Seat Material>Seat material concerns> | |
|---|---|
| **Please indicate which seat has trouble with its material (check all that apply):** | Driver's seat. |
| | Front passenger seat. |
| | Driver's side rear seat. |
| | Passenger's side rear seat. |
| | Center rear seat (if equipped). |
| **Seat material trouble is:** | Seat material sags/wrinkles or is loose fitting/unsecured. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Features/Controls/Displays>Displays and Instruments>Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.> | |
|---|---|
| **Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.** | Controls/Display are confusing or difficult to operate. |

| Features/Controls/Displays>Displays and Instruments>Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.>Controls/Display are confusing or difficult to operate> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Controls/displays are confusing. |
| | Controls/displays are difficult to operate. |
| **Please select all that applies:** | Scrolling through features is confusing / does not make sense. |
| | Controls require too much effort/force to operate. |
| | Symbols/words/numbers on controls/displays are confusing / do not make sense. |

| Seats>Seat Material> | |
|---|---|
| **Seat Material** | Seat material is sagging/loose/parting seams. |
| | Seat material concerns. |

| Other> | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe the other trouble you experienced:** | PASSANGER DOOR DOES NOT SHUT WELL NEEDS REPAIR. CENTER CONSOLE BROKE WITHIN 1ST 6 WEEKS....THIS CAR IS SO CHEAPLY MADE ITS A DISGRACE |

| Overview | |
|---|---|
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Please explain further about your choice to recommend your vehicle:** | This survey was more than 10 mins....The bait and switch again!!!! I miss the quality of my 2011 Overland. There is a definite deference in quality and I am driving a Summit this time, regrettably. Last time, I was your biggest salesperson, could not say enough great things. This time, ZERO> Even my children can recognize the difference. Drives well...and I am being a lady by ending with something nice |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | If you really read this survey, as I have been thoughtful, and truly given feedback, then this question has more than been answered. |
| **What has Chrysler done right?** | price point....rides decent...there are others just on the other side of this price point and that is where I will shop next time due to quality issues this |

| What Can We Do Better?> | |
|---|---|
| | time around. Very disappointing....By the way, I have been driving jeeps since 1990.....too bad |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | read my survey and you will see the issues [redacted] |

| Active suspension system works but is difficult to understand/use | |
|---|---|
| **Please describe why the active suspension system is difficult to understand/use:** | they are in the worst spot....I will never use them yet they block me constantly. Why put them were they BLOCK THE TURN SIGNAL AND WASHER???? |

| Blind spot monitoring/warning system works properly, but is difficult to understand/use; controls/displays are in a poor location | |
|---|---|
| **Please indicate why the blind spot monitoring/warning system is difficult to understand/use or is in a poor location (check all that apply):** | THE BEEPING IS ANNOYING AND DISTRACTING. I PUT MY BLINKER ON TO ALERT OTHER CARS...I KNOW THEY ARE IN THE OTHER LANE...BUT TO HEAR A CONSTANT BEEP WHILE I WAIT FOR TRAFFIC TO CLEAR SO I CAN GET OVER, NO THANK YOU |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | the car in the next lane was braking...why am I getting emergency BRAKE! warnings. Scared me to pieces. That can cause not prevent an accident. Too many features to turn off. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Active Suspension System. |

| Active Suspension System | |
|---|---|
| **Active Suspension System** | Active suspension system works but is difficult to understand/use. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesnt work/or is difficult to understand> | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | Traffic information displays, but is inaccurate. |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Connection problem happens on:** | Bluetooth connection between cell phone and the radio. |
| **Is there more than one phone paired to the vehicle?** | No. |
| **Lost connection problem happens when:** | In the middle of a call. |
| **Were you in the middle of a call?** | Yes, and did not transfer call to headset. |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **Additional Comments:** | I think I have made myself reasonably clear |

| Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate why the front screen is difficult to understand/use (check all that apply):** | 8 inches of Awful!!!! the 2011 version was wonderful Granted you have improved the function with my iPod. Everything else is TERRIBLE!!!! Great features were made bad and poorly functioning. Why? Why? Why? I am forced to spend too much time fiddling with this just to get a song to REPLAY or tune to a song..... |
| **Additional Comments:** | plus, the favorite song, favorite artist function doesn't work worth a hoot either! |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | SHE DOESNT SAY ALL THE WORDS OF THE TEXT |
| **Additional Comments:** | WHEN I SAY THE "SEND" COMMAND I AM NEVER UNDERSTOOD HOWEVER, THIS FEATURE HAS GREATLY IMPROVED OVER THE 2011 |

| Detail on Low Rated Items | |
|---|---|
| **You rated overall audio, entertainment, and navigation system impression Low. Use this space to provide any specific comments you would like to share.** | see previous comments in survey |

| Detail on High Rated Items | |
|---|---|
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | LIKE THE V8 HEMI |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | LOVE HOW RESPONSIVE IT IS...ONLY POSITIVE THING ABOUT THE CAR REALLY |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 1. |
| **Clarity of sound** | 4. |
| **Ease of using system displays while driving** | 1. |
| **Integration with phones** | 3. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 3. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 3. |
| **Appearance of exterior paint** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 3. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 3. |
| **Rear view styling (rear fascia, bumper)** | 3. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Headlight illumination/performance during night-time driving** | 3. |
| **Interior comfort, design and appearance of interior (overall impression)** | 2. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 4. |
| **Engine exhaust sound** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 2. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 3. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 2. |
| **What is your attitude overall towards the BRAND of your new car?** | 1. |
| **What are your favorite parts of your new vehicle?** | V8 and 4WD |
| **Is there anything about your new vehicle you would like to see changed?** | YES: SEE SURVRY |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Lease. |
| **What price did you pay for your vehicle?** | aprrox 54 or 55k |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Grand Cherokee.<br>2011.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | BMW.<br>X5. |

| About You | |
|---|---|
| | 2014. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | trunk and center console |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | it was not available in time that i needed |
| **Secondary vehicle you were considering:** | Land Rover. |
| | Range Rover Sport. |
| | 2014. |
| | Secondary Considered Vehicle: New. |
| **Primary vehicle in your household:** | Audi. |
| | A8 L. |
| | Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | GMC. |
| | Acadia. |
| | 2011. |
| | Secondary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your ethnicity** | [redacted]n. |

| Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate why the front screen is difficult to understand/use (check all that apply):** | SEE ABOVE PLEASE |
| | Display too large. |
| **Additional Comments:** | PLEASE SEE ABOVE |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM5EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 09/26/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C059302425 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M219399980 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 248226586 | ***Report Version*** | 4 | ***Open Date*** | 01/11/2014 |
| ***Close Date*** | 01/11/2014 | ***Narrative Date*** | 01/16/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Other>

| | |
|---|---|
| **Please describe the other trouble you experienced:** | Front collision warning goes off at the railroad tracks and speed bumps. needs to be adjusted so it doesn't freak me out everytime I go over the tracks.... |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | I'm driving over something like railroad tracks or a speed bump |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Other. |

### Interior Trim/Storage/Windows>Appearance>

| | |
|---|---|
| **Appearance** | Interior materials soils/scuffs too easily. |

### What Can We Do Better?>

| | |
|---|---|
| **Feedback/Concerns:** | I"d like front park assist on the vehicle. The rear is so helpful, but it is a pretty big car and the front assist would really come in handy parking. Could use a few more drink holders for long drives and when there ar two people in the car. |
| **What has Chrysler done right?** | Put the diesel motor in an SUV |

### Contact Me>

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Can the brake warning be adjusted so it doesn't go off at every little thing? |

### Interior Trim/Storage/Windows>Appearance>Interior materials soils/scuffs too easily>

| | |
|---|---|
| **Please describe in the box below which material(s) have trouble with soiling/scuffing too easily:** | I ordered the fost beige/brown. It;'s the brown that shows every fingerprint. It washes off but looks scuffed after touching it. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | WOuld sove the problem and look better if the interior were all beige. Don't know why that wasn't an option for the overland.... |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

| Overview | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | Love how it handles and all the features on it, plus it looks good. Also am happy with the mileage with my diesel motor, and it sound cool. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 5. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | extra safety features |
| **Is there anything about your new vehicle you would like to see changed?** | functionality of console |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | storage for small things. WIth only two drink holders not many places to put phone, extra glasses etc. I like the place for the sunglasses but could use more of that sort of thing. |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | $51,000 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Volvo. |

## About You

| | |
|---|---|
| **Which, if any, influenced your purchase decision? (check all that apply):** | Replaced Vehicle: Purchased New.<br>Consumer Reports ratings.<br>Vehicle test drive.<br>Automotive magazines. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted]. |
| **What year were you born?** | 1[redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your total household income (before taxes)?** | More than $200,000. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM6EC3[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/09/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C074304754 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M273351447 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted]0 | ***System Key*** | 248541610 | ***Report Version*** | 2 | ***Open Date*** | 01/15/2014 |
| ***Close Date*** | 01/15/2014 | ***Narrative Date*** | 01/17/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Uconnect Access

| | |
|---|---|
| **Uconnect Access** | Registration.<br>Uconnect Access Application. |

### Media

| | |
|---|---|
| **Media** | Radio. |

### Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>

| | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

### Entertainment/Navigation System/Connectivity>

| | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Motorola. |

### Voice Activation / Recognition doesnt recognize command

| | |
|---|---|
| **Please describe when this trouble occurs:** | Stating numbers, street names, cities. I have other voice activated software devices avd have no problem with those, such as a similar system on my Infinity M45.<br>Widows closed, car parked and multiple tries at stating my address for example. AC not on. |
| **What button did you use?** | Steering wheel's |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Interior Trim/Storage/Windows>Abnormal Noises>

| | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from instrument panel/dashboard. |

### Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from instrument panel/dashboard>

| | |
|---|---|
| **Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:** | There is a fast rattle/buzz that occurs routinely from the center of the dash below the windshield like a resonance with the engine. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Normal driving on smooth roads |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Brake System>Brake Operation>

| | |
|---|---|
| **Brake Operation** | Brakes do not have enough stopping power; brake pedal requires too much effort. |

### Brake System>Brake Operation>Brakes do not have enough stopping power; brake pedal requires too much effort>

| | |
|---|---|
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Car lacks sufficient break horsepower |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | All speeds.<br>All road conditions. |

| Brake System>Brake Operation>Brakes do not have enough stopping power; brake pedal requires too much effort> | |
|---|---|
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Other> | |
|---|---|
| **Please describe the other trouble you experienced:** | There is no apparent means to turn off the radio which always comes on at startup. The manual does not provide any capacity for the DEF fluid for the diesel engine. The selection of the heated wheel and seats ("Remote") does not function with remote startup as it should. The crash avoidance sensor is too sensitive laterally so that when passing a vehicle that has turned off into the right land the "BRAKE!" warning has been activated twice. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 3. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Engine sound** | 4. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 4. |
| **Brake responsiveness/effort** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Interior Trim/Storage/Windows.<br>Brake System.<br>Other. |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Dodge.<br>1/2 Ton Trucks.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Lexus.<br>ES 300h Hybrid.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Consumer Reports ratings.<br>Edmunds.<br>On-Line blogs or forums.<br>J D Power reports.<br>Vehicle test drive.<br>Dealership information.<br>Manufacturer?s website.<br>Automotive magazines. |
| **Primary vehicle in your household:** | Infiniti.<br>M45.<br>2007. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 1-2. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/02/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C080305068 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M256345477 | |
| ***Color*** | PEP | DEEP AUBURN PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 248651303 | ***Report Version*** | 3 | ***Open Date*** | 01/06/2014 |
| ***Close Date*** | 01/16/2014 | ***Narrative Date*** | 01/21/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Text messaging works properly, but is difficult to understand/use

| | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Probably just don't have enough experience with it yet. |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Seats.<br>Interior Climate Control.<br>Vehicle Exterior.<br>Entertainment/Navigation System/Connectivity.<br>Engine.<br>Other. |

### Hard Controls/Menu

| | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location.<br>Hard controls/menus: Front Screen Display: Other Concerns. |

### Touchscreen Controls

| | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.<br>Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location.<br>Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

### Media

| | |
|---|---|
| **Media** | Radio. |

### Entertainment/Navigation System/Connectivity>Speakers>

| | |
|---|---|
| **Speakers** | Speakers have poor sound quality. |

### Text Messaging

| | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

### Entertainment/Navigation System/Connectivity>Navigation System>

| | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Navigation system works, but traffic information doesn?t work / or is difficult to understand.<br>Difficulty accessing Points of Interest.<br>Points of Interest not well defined.<br>Points of Interest incorrect. |

### Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

| | |
|---|---|
| **Hands-Free Phone / Bluetooth** | |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth> | |
|---|---|
| | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition> | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | iPhone5 |
| **If known, please tell us your software version** | iOS 7.0.4 |
| **Entertainment/Navigation System/Connectivity** | None |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Please indicate which words, if any, are constantly misrecognized:** | I haven't used the system enough yet to see any patterns. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Additional Comments:** | I use my GC as a transportation device, not a phone booth, so I don't have much experience with the phone. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Additional Comments:** | Grrrrrrrrrr. |

| Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate why the front screen is difficult to understand/use (check all that apply):** | it is made too small by all the metadata constantly surrounding the screen. See my comments in the question above.<br>Perhaps this comment belongs somewhere else, but .... the navigation system is essentially useless for road trip navigation. It does not show useful information, like rest stops and small town names, no matter the map scale selected. It does not recognize state highway numbers ("unknown road"). Before the dealer "re-updated" the software, it lost me - did not know where the vehicle was, rendering a key feature of the vehicle - 911 access - useless. Now it mostly knows were I am but it uses nearby but erroneous street names. It says I'm on Smith street when I'm actually on a road that eventually crosses Smith Street or it says I'm on a road with an unusual name that is on the other side of the mountain from where I am and where the vehicle icon correctly places me. Amazing, but annoying and problematic. Sometimes one push of the "+" sign takes me from a view of say 20 miles to a view of 200 miles. Example: leaving Houston, TX the nav screen showed from roughly the center of Houston to the outer loop - maybe 30 miles. One push of the + icon and the view included from the opposite side of Houston to the opposite side of San Antonio, TX - approximately 300 miles. |
| **Additional Comments:** | I hope you will select a better Nav system next time. It would be nice if you can remedy the system in existing vehicles. go drive an Infiniti on an 800 mile trip and then try the same trip in a 2014 GC and you'll see what I mean. |

| Radio | |
|---|---|
| **Radio** | AM/FM/HD/Satellite radio channels have poor or no reception. |

| AM/FM/HD/Satellite radio channels have poor or no reception | |
|---|---|
| **Please indicate which frequency band has trouble (check all that apply):** | Before the dealer "re-updated" the Nav system, the radio would just go off. By and by, it would come back on. It has not done that since the re-update, which occurred recently. I hope it's fixed. I'll describe what it did before the re-update in the questions immediately following this text box. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Typically remote areas, but not exclusively remote |
| **Additional Comments:** | Sometime the radio would go off and the Nav system would get confused where the vehicle was. Sometime the radio would work but the Nav system would not. In both cases, sometimes there were a full complement of satellites being tracked, or nearly so, and other times there were no (zero) satellites shown. |

| Speakers have poor sound quality | |
|---|---|
| **Please indicate which speaker has trouble (check all that apply):** | Poor fidelity. No appreciable base and unpleasant treble. I have used the equalizer to boost the base 100%, reduce the treble 100%, and neutralize the mid range. I doubt it is the speakers but rather the system itself. The sound is not befitting the rest of the vehicle, which is much higher quality (if unreliable) |

| Speakers have poor sound quality | |
|---|---|
| | Hum.. I'll look to see if there is one. sure does not sound like it. I have not read the manuals on CD because it is too much trouble / not very effective way to learn about a new, highly sophisticated vehicle, IMHO. I ordered the paper manuals but they arrived after I left on my current trip, so I haven't read them yet. |
| **Please indicate which media sources were being played (check all that apply):** | FM.<br>Satellite Radio. |
| **Trouble with speaker occurs:** | At all volume levels. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Please see my comments in previous text boxes. sorry.<br>Please see my comments in previous text boxes. sorry. |
| **Please indicate which navigation system item has trouble (check all that apply):** | Please see my comments in previous text boxes. sorry.<br>Please see my comments in previous text boxes. sorry.<br>Please see my comments in previous text boxes. sorry. |
| **Additional Comments:** | I hope you do go back and read my comments. The Nav system is important to many of us and the one in my GC is among the worst I've used in a long time. You can do better. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesn't work/or is difficult to understand> | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | Takes a while to populate and then some of the coloring on the map is so subtle it is hard to interpret in a moving vehicle, especially in traffic.<br>The "Traffic" icon in Nav selection screen (where am I, where to, etc) is a mystery to me. I push it and typically nothing happens. Other times it eventually presents text traffic information that seems wholly irrelevant to my situation or to my trip if I am using the Nav function. ?? |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Not of interest to me. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Light switches/controls.<br>Sunroof/moonroof controls.<br>Reverse-Camera. |

| Features/Controls/Displays>Features and Controls>Light switches/controls> | |
|---|---|
| **Light switches/controls** | Exterior light controls work properly, but difficult to understand/use; in a poor location. |

| Features/Controls/Displays>Features and Controls>Light switches/controls>Exterior light controls work properly, but difficult to understand/use; in a poor location> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Placement not on a stalk seems odd to me. I'll get used to it. |
| **Please indicate which exterior light feature's controls are difficult to understand/use; are in a poor location (check all that apply):** | Placement not on a stalk seems odd to me. I'll get used to it. |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Placement not on a stalk seems odd to me. I'll get used to it. |

| Sunroof/moonroof works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Sunroof/Moonroof. |

| Features/Controls/Displays>Features and Controls>Reverse-Camera> | |
|---|---|
| **Reverse-Camera** | Reverse-camera works properly, but difficult to understand/use; controls in a poor location. |

| Features/Controls/Displays>Features and Controls>Reverse-Camera>Reverse-camera works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Additional Comments:** | Image is big and bright, but is jerky sometimes. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT4EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/24/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6016310813 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M345207756 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 249266729 | ***Report Version*** | 3 | ***Open Date*** | 01/24/2014 |
| ***Close Date*** | 01/24/2014 | ***Narrative Date*** | 01/29/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 45,000 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Grand Cherokee.<br>2013.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Jeep.<br>Grand Cherokee.<br>2014.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Dealership information. |
| **Primary vehicle in your household:** | Jeep.<br>Liberty.<br>2012.<br>Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | Jeep.<br>Grand Cherokee.<br>2007.<br>Secondary Household Vehicle: Purchased Used. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | High school degree / GED. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted]n. |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |

### Overview

| | |
|---|---|
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |

| Overview | |
|---|---|
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |

| Contact Me> | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 6[redacted]2 Talk about the speed control and cruise control |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 5. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 5,000-6,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Other (please describe). |
| **Additional Comments:** | Brake warning keeps coming on and nothing in front of me and speed control always just shuts down and you have to use the cruise control till the speed control resets itself |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/22/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C101306294 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M274352217 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 249266824 | ***Report Version*** | 3 | ***Open Date*** | 01/24/2014 |
| ***Close Date*** | 01/24/2014 | ***Narrative Date*** | 01/29/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>

| | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | the display reverts to "close" area display, won't stay in broader area display |
| **Additional Comments:** | generally, don't like the user interface with the navigation system. I prefer to use my $150 Garmin unit instead. ALSO, there's no question about this, but I'm VERY disappointed with the fuel mileage of my diesel Jeep. In a recent 1200 mile trip, I recorded only 25.4 MPG, was expecting much more. |

### Entertainment/Navigation System/Connectivity>Navigation System>

| | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

### Entertainment/Navigation System/Connectivity>

| | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | iphone 5 |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/05/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C058302239 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M26334847Z | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 249400103 | ***Report Version*** | 5 | ***Open Date*** | 01/27/2014 |
| ***Close Date*** | 01/27/2014 | ***Narrative Date*** | 02/03/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Search engine

| | |
|---|---|
| **Bing** | Search engine works but is difficult to understand/use. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Steering, Handling, and Ride.<br>Engine.<br>Entertainment/Navigation System/Connectivity. |

### Features/Controls/Displays>Displays and Instruments>

| | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

### Search engine works but is difficult to understand/use

| | |
|---|---|
| **Additional Comments:** | Not clear on capabilities of uconnect |

### Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Additional Comments:** | Some soft keys seem to take multiple touches before they respond |

### Uconnect Access

| | |
|---|---|
| **Uconnect Access** | Search Engine. |

### Touchscreen Controls

| | |
|---|---|
| **Touchscreen Controls** | Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working. |

### Entertainment/Navigation System/Connectivity>

| | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | iPhone 5 |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Additional Comments:** | Not sure what parameters are for front collision avoidance, has come on in situations I would not expect, and not in others |

### Engine>Engine Fuel consumption>

| | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Overview | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| Engine>Engine Fuel consumption>Fuel consumption is worse than expected> | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | Yes. |
| **Where do you do most of your driving?** | Combination of city/highway driving. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | On a highway run with about 200 miles on the car I achieved highway mpg over 30, has not happened since. Combination mileage has seemed to drop rather than improve with 2200 miles on vehicle |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | Dealer did a great job handling the leasing transaction, delivery of vehicle, knowledgeable sales staff, and good service department. Delivery prep of vehicle was well done. I chose this Grand Cherokee, coming out of a lease on a Q7, and evaluated a BMW X5. After service work, I was disappointed that the car was not washed or vaccumed, got used to that with the Audi and my wife's Infinity. Knew I was back at an American car. |
| **What has Chrysler done right?** | Style is great, ride and comfort on this Daimler platform are commendable, I anxiously awaited the diesel option, and look forward to a robust and economical motor that performs well. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 5. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 5. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 4. |
| **Engine exhaust sound** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Fuel economy and driving range** | 3. |
| **Brake responsiveness/effort** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Lease. |
| **What price did you pay for your vehicle?** | ~$53,000 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Audi.<br>Q7.<br>2009.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | BMW.<br>X5.<br>2014.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Consumer Reports ratings.<br>On-Line blogs or forums.<br>Vehicle test drive.<br>Manufacturer?s website. |
| **Primary vehicle in your household:** | Infiniti.<br>J30.<br>Primary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted]. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG6EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/20/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6304321819 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K322363413 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 249400323 | ***Report Version*** | 5 | ***Open Date*** | 01/27/2014 |
| ***Close Date*** | 01/27/2014 | ***Narrative Date*** | 02/03/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Contact Me>

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

### About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | almost $52,000 once they added all the extra warranties, etc |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Oldsmobile.<br>Alero.<br>2003. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Edmunds.<br>On-Line blogs or forums.<br>Recommendations from friends or family. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted]e. |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your total household income (before taxes)?** | $80,000 - $99,999. |

### Detail on Low Rated Items

| | |
|---|---|
| **You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.** | Worst experience I've ever had. Too much to list. I've already completed a survey on it. I'm appalled at Baxter. The sales person was nice but I'm not sure he knew enough to stick up for me and the bull sh*t the dealership was putting me through. I can understand driving my jeep from another dealership if it's within 2 hours or even 5 hours. But to drive it from Oklahoma to Omaha, NE (states don't even touch!) versus put it on a trailer is just wrong. Especially to not tell me you were going to do that. I wouldn't have bought the Jeep had I known that. Who wants to "new" Jeep with almost 500 miles on it already? I can't imagine doing that to someone. Lots of sketchy stuff going on there. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Center console has very little room with the CD player in it. Not enough USB slots in the front. |

### Overview

| | |
|---|---|
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 2 (disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 2 (dissatisfied). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | I'm assuming you're talking about the UConnect App. Since I have yet to see it actually work, everything could be improved |
| **What information did you need that was not included in the Smartphone Application?** | No spot to see alerts if security system goes off or something. My type of phone can't get the text messages so if the App had that availability to view that would be great |

| Overview | |
|---|---|
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | Remote start. It doesn't work |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | Overall, it's a good vehicle. I'm most disappointed with the gas mileage. At the very least, I was expecting 17 mpg. Even when driving mostly interestate I've only seen it get 21 or maybe 22 mpg. Under no normal condition can I ever see it actually getting 24 mpg as stated. If I were you, I'd make more room in the center console. I have the CD player so that's in there but that leaves not much room AT ALL for anything. Also, a spot to put your loose change would be great! Right now I have to use one of the cup holders up front. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 3. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine performance during acceleration** | 3. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 4. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Fuel economy and driving range** | 2. |
| **Brake responsiveness/effort** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 1. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **What are your favorite parts of your new vehicle?** | Lumbar support is great |
| **Is there anything about your new vehicle you would like to see changed?** | At least get the advertised gas mileage |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | See my other comments a few pages ago. I mentioned some things that could be improved in the design. Oh, I did forget about the trunk. Not much room. That net that comes with it is worthless. Hard to get it to stay in place. I wish the rear hatch had the option for the window to go down so you coudl just reach in there to put something or grab something out versus having to open the entire hatch. Also, it would be great if you could just push it slightly and it would close. I have to push it almost all the way down for it to close the rest of the way |
| **What has Chrysler done right?** | For a Jeep, it's a pretty smooth ride. Much better than I expected. I like some of the features you did add that are smart such as the flashlight that's always charging. Maybe add a small vacuum! That would be cool |

| Remote phone/email notifications are broken/not working | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Per the UConnect site, it doesn't sound like you can get the notifications via text. Also, every time I use the UConnect remote start app, it fails. Has yet to start the jeep. The remote start "key" is awesome though. Great range! |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |

| Remote Features | |
|---|---|
| **Remote Features** | Remote phone/email notifications are broken/not working. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Remote Features. |

| Media | |
|---|---|
| **Media** | CD.<br>USB Connection. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | iPhone 5 |
| **If known, please tell us your software version** | iOS 7.0.4 |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Location of a restaurant was missing. Only had the old location.<br>Location of a restaurant was missing. Only had the old location. |
| **Please indicate which navigation system item has trouble (check all that apply):** | Map is missing information.<br>Map contains incorrect information. |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Per UConnect site, iPhones won't work for text messaging?? |

| USB Connection | |
|---|---|
| **Where is the location of the media port?** | Radio/center stack.<br>Rear seat. |
| **Please describe the trouble you experienced (check all that apply):** | Not enough USB ports up front. I'm using one for my iPod Nano and then have to reach to the back seat to use a USB port to charge my phone. There should be multiple up front |

| USB Connection | |
|---|---|
| **Please indicate if you are able to do either of the following (check all that apply):** | Charge devices.<br>Play audio. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Reverse-Camera. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location.<br>Fuel gauge/low fuel warning light work properly, but difficult to understand/use; displays are in a poor location.<br>Speedometer/Tachometer works properly, but difficult to understand/use; displays in a poor location. |

| Features/Controls/Displays>Features and Controls>Reverse-Camera> | |
|---|---|
| **Reverse-Camera** | Reverse-camera works properly, but difficult to understand/use; controls in a poor location. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | It's too much! I was scared out of my mind when it went off and I didn't know what was happening. I wasn't even near a collision with anyone. I had to turn it off because the warning system alone may make me GET into an accident versus prevent one |

| Features/Controls/Displays>Features and Controls>Reverse-Camera>Reverse-camera works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | The distance as appears in the camera is WAY different than actual distance. By the time it warns you, you're already way too close. The only way you'll know that you're as close as you are is to actually look. Can't just look at the camera or you'll hit something or someone |
| **Please indicate why the reverse-camera controls are difficult to understand/use; are in a poor location (check all that apply):** | The distance as appears in the camera is WAY different than actual distance. By the time it warns you, you're already way too close. The only way you'll know that you're as close as you are is to actually look. Can't just look at the camera or you'll hit something or someone<br>It would be great if you could control the camera and move it to the left or right |

| Fuel gauge/low fuel warning light work properly, but difficult to understand/use; displays are in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Once you hit the "low fuel" you no longer see how many miles left you have. That's super annoying. Also, the number of miles you have left is always adjusting because of current gas mileage you're getting. That makes sense in a way but the drastic +/- change in number of miles is alarming |
| **Please indicate why the fuel gauge/low fuel warning light controls/displays are difficult to understand/use; are in a poor location (check all that apply):** | Once you hit the "low fuel" you no longer see how many miles left you have. That's super annoying. Also, the number of miles you have left is always adjusting because of current gas mileage you're getting. That makes sense in a way but the drastic +/- change in number of miles is alarming |

| Features/Controls/Displays>Displays and Instruments>Speedometer/Tachometer works properly, but difficult to understand/use; displays in a poor location> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | I'm tall so where I've got the wheel (pretty low) I've got to bend down to see how fast I'm going once I'm over 45 mph. I dont' want to raise the steering wheel higher b/c then I feel like I'm driving a bus and it's not comfortable. |
| **Please indicate why the speedometer/tachometer controls/displays are difficult to understand/use; are in a poor location (check all that apply):** | I'm tall so where I've got the wheel (pretty low) I've got to bend down to see how fast I'm going once I'm over 45 mph. I dont' want to raise the steering wheel higher b/c then I feel like I'm driving a bus and it's not comfortable. |

| Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears> | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | Most often in lower gears but the transition between gears just feels off. Kind of like a delay or just a lot of effort by the car to switch between gears<br>1st Gear.<br>2nd Gear.<br>3rd Gear.<br>4th Gear. |

| Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears> | |
|---|---|
| | 5th Gear. |
| | 6th Gear. |
| | 7th Gear. |
| | 8th Gear. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Normal acceleration. |
| | Hard acceleration. |
| | Maintaining a fairly constant speed while driving on steep/hilly roads. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. |
| | Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. |
| | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Transmission and Drivetrain>Automatic Transmission> | |
|---|---|
| **Automatic Transmission** | Hesitation or delay when shifting between gears. |

| Engine>Engine Fuel consumption> | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Engine>Engine Fuel consumption>Fuel consumption is worse than expected> | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Ethanol. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | Yes. |
| **Where do you do most of your driving?** | City/freeway rush hour driving (stop and go driving with a variety of speeds below 45 mph). |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Normal conditions |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | I have yet to get the 17 mpg that is the city number that's quoted on the car. It's usually 14.5 to high 15's. Very disappointed. I'm even using the "eco boost" button which is worthless from what I've seen |

| Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from glove box> | |
|---|---|
| **Please describe in the box below where from the glove box the trouble with abnormal noises is located:** | Pretty sure that's where the rattle is coming from. Either that or the door panel on the passenger side. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Always |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Interior Trim/Storage/Windows>Abnormal Noises> | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from door panels. |
| | Squeak/rattle/abnormal noises from glove box. |

| Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from door panels> | |
|---|---|
| **Please indicate which interior door panels had abnormal noises (check all that apply):** | Passenger's side front door. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Normal conditions |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows. |
| | Engine. |
| | Transmission and Drivetrain. |
| | Entertainment/Navigation System/Connectivity. |

| Continuous Quality Insight | |
|---|---|
| | Features/Controls/Displays.<br>Vehicle Exterior. |

| Vehicle Exterior>Front Doors> | |
|---|---|
| **Front Doors** | Front doors are difficult to open/close. |

| Vehicle Exterior>Rear Side Doors> | |
|---|---|
| **Rear Side Doors** | Rear side doors are difficult to open/close. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Vehicle Exterior>Front Doors>Front doors are difficult to open/close> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Have to shut it multiple times in order for the system to recognize it's all the way closed. Must really slam it for it to close all the way. |
| **Please indicate which door is difficult to open/close (check all that apply):** | Have to shut it multiple times in order for the system to recognize it's all the way closed. Must really slam it for it to close all the way.<br>Have to shut it multiple times in order for the system to recognize it's all the way closed. Must really slam it for it to close all the way. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | All conditions. Happens all the time. Not as bad on driver door but all other doors. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Vehicle Exterior>Rear Side Doors>Rear side doors are difficult to open/close> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Have to shut it multiple times in order for the system to recognize it's all the way closed. Must really slam it for it to close all the way. |
| **Please indicate which rear door is difficult to open/close (check all that apply):** | Have to shut it multiple times in order for the system to recognize it's all the way closed. Must really slam it for it to close all the way.<br>Have to shut it multiple times in order for the system to recognize it's all the way closed. Must really slam it for it to close all the way. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | All conditions |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM8EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/16/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C095306098 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M284356253 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 249958153 | ***Report Version*** | 2 | ***Open Date*** | 01/31/2014 |
| ***Close Date*** | 01/31/2014 | ***Narrative Date*** | 02/05/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 51,300 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Acura.<br>MDX.<br>2004.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Acura.<br>MDX.<br>2014.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Edmunds.<br>On-Line blogs or forums.<br>Recommendations from friends or family.<br>Vehicle test drive.<br>Dealership information.<br>Manufacturer?s website. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Towing ability, torque and fuel economy |
| **Secondary vehicle you were considering:** | Toyota.<br>4runner 4WD.<br>Secondary Considered Vehicle: New. |
| **Primary vehicle in your household:** | BMW.<br>3 Series.<br>2008.<br>Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | Acura.<br>MDX.<br>2014.<br>Secondary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your ethnicity** | [redacted]. |
| **What is your total household income (before taxes)?** | More than $200,000. |

### Detail on High Rated Items

| | |
|---|---|
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | NAV system is intuitive. Very easy to input information. Smart limits of input while driving. I like that system isn't "locked down" completely while driving. |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | Type is large enough to read while driving without having to put on reading glasses. I had that issue with a Ford I had rented recently. |

| Detail on High Rated Items | |
|---|---|
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | Incredibly easy sync with iPhone and data. |
| **You rated integration with media players High. Use this space to provide any specific comments you would like to share.** | seamless controls with iPods. |
| **You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.** | See above. |
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | I've only used iPods with. |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | GC is sleek while still looking masculine. I originally compared with Toyota 4 runner..Clunky and Acura MDX 2014 went too feminine. New Durango windows were too chopped. Jeep is a good balance and compared favorably to the MDX I replaced. |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | I like being able to control which doors open when truck is unlocked remotely. |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | My wife loves the auto high beam when driving mountain roads. I haven't experienced need yet. |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | Only improvement would be somewhere to keep loose change. |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | Lots of control for differing body types. Plenty of leg room. |
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | "Enter Park-setting"!! Isn't that just genius. |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | See above |
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | Plenty of control to get right setting. |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.** | I have adapted to gear selector. Took a while. Still not 100% sure I've move to R instead of N. |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | Eco-Diesel is awesome. Fine in Eco-mode (sometimes lugging) but crazy good in sport mode. |
| **You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.** | Enjoying 22 mpg in town. 29 on highway is just fun to brag about. Can't wait to tow boat. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Forward collision avoidance... kicks in a little aggressively when passing a turning car in the next lane over. I have reduced to "aggressive drive", but still nearly soiled myself when it started screaming at me and applying the brakes for me. Almost turned off completely, but I would be embarrassed to have an accident that could have been avoided. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Too many chrome pieces on trim that collect water after washing. Minor complaint. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | My truck was a special order. Real time on-line tracking could be improved. Too many gaps in information. Dealer knowledge of diesel was also lacking. Jeep Garage website had more information than Jeep sites. |
| **What has Chrysler done right?** | The diesel is awesome! Technology is intuitive. Easy to understand displays. Very comfortable ride. The pre purchase apps were "fun" but lacking in time frames. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 5. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 3. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | Diesel and 4x4. Looks |
| **Is there anything about your new vehicle you would like to see changed?** | Rear seat temp controls. larger glove box and interior storage. |

| No Concerns> | |
|---|---|
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | DEF tank was only filled to 50% upon delivery despite my request to fill completely. Tech said he was following Manufacturer specs. Within 1500 miles I was at 27%. I made visit to dealer to have filled completely per the owners manual that stated vehicle would be delivered with full tank. |
| **Please explain further about your choice to recommend your vehicle:** | Diesel engine power and fuel economy are fantastic. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Still not sure Why its needed. If I have smart key in pocket it does all the same things?! |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

| **Welcome>** | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCGXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/13/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6306321599 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K310361455 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 249959266 | ***Report Version*** | 3 | ***Open Date*** | 02/01/2014 |
| ***Close Date*** | 02/01/2014 | ***Narrative Date*** | 02/06/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Overview

| | |
|---|---|
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Not a application we will use due to the additional charges per month |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Please explain further about your choice to recommend your vehicle:** | You need to fix the basics. It is a good vehicle but to have something as simple as 3D not work on the Nav indicates a major disconnect on technology. This has already been resolve - why "unfix" it at at this point? |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

### Detail on Low Rated Items

| | |
|---|---|
| **You rated overall audio, entertainment, and navigation system impression Low. Use this space to provide any specific comments you would like to share.** | Fix the 3D issue |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | We are quite disappointed the 3D doesn't work. Some of the other things we can live with but this is a terrible oversight on the Nav people part. |

### Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesnt work/or is difficult to understand>

| | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | The 3d / 2D issue mentioned. |

### About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 52000 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Nissan.<br>350Z.<br>Replaced Vehicle: Purchased New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Consumer Reports ratings.<br>Kelley Blue Book.<br>Vehicle test drive.<br>Manufacturer?s website. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Positive experience with our Durango |
| **Primary vehicle in your household:** | Dodge.<br>Durango.<br>2011.<br>Primary Household Vehicle: Purchased New. |

| About You | |
|---|---|
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted]d. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted]. |
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 1. |
| **Clarity of sound** | 4. |
| **Ease of using system displays while driving** | 2. |
| **Integration with phones** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 3. |
| **Safety and visibility while driving** | 3. |
| **Climate control operation (function and ease of use)** | 2. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 3. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | Heat gets really hot before returning to normal |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | Unconnect treated me like I am stupid. The dealer recognized there was an issue after I took picture of the different screens to show them what is wrong. Everyone at the dealership agrees it is not correct but I am still waiting for a resolution and I am not very hopeful I will get a positive response. |
| **What has Chrysler done right?** | You have nice vehicles, nicely featured for the price. I have been a believer until the Uconnect person treated my concerns the way they did. |

| What Can We Do Better?> | |
|---|---|

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Navigation system works, but traffic information doesn?t work / or is difficult to understand. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Apple. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | The navigation system 3D view does not work when you zoom out. In other versions of UConnect Nav (our 2011 Durango Citadel) this works fine but in the Jeep it goes to 2D which is awful for viewing. 3d should be 3D, not 2D |
| **Please indicate which navigation system item has trouble (check all that apply):** | The colors on traffic are hard to differentiate. Too many neutral / pastels - needs more contrast. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM1EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 09/27/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C049301905 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M207399431 | |
| ***Color*** | PGZ | BLACK FOREST GREEN PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 250117913 | ***Report Version*** | 2 | ***Open Date*** | 01/26/2014 |
| ***Close Date*** | 02/05/2014 | ***Narrative Date*** | 02/07/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Hard Controls/Menu

| | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working.<br>Hard controls/menus: Front Screen Display: Other Concerns. |

### Touchscreen Controls

| | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

### Entertainment/Navigation System/Connectivity>Speakers>

| | |
|---|---|
| **Speakers** | Speakers make static or popping noises.<br>Speakers have poor sound quality. |

### Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

| | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system doesn't work. |

### Entertainment/Navigation System/Connectivity>

| | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | 5s |
| **If known, please tell us your software version** | iOS 7 |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Features/Controls/Displays.<br>Vehicle Exterior.<br>Entertainment/Navigation System/Connectivity.<br>Interior Climate Control.<br>Seats. |

### Vehicle Exterior>Exterior Appearance/Paint:>

| | |
|---|---|
| **Exterior Appearance/Paint:** | Paint is uneven: has sags, runs, overspray, thin spots, etc.. |

### Hood

| | |
|---|---|
| **Hood** | Abnormal squeaks/rattles/noises coming from hood. |

### Vehicle Exterior>Exterior Appearance/Paint:>Paint is uneven: has sags, runs, overspray, thin spots, etc.>

| | |
|---|---|
| **Please indicate the location of the paint issue (check all that apply):** | Mismatch pigment, passenger side front area |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | Thought that the paint would look even worse if we had to have it repainted |

### Abnormal squeaks/rattles/noises coming from hood

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Abnormal squeaks/rattles/noises coming from hood | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Expressway driving, seem to come from around the window pillar and firewall |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJMXEC3[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/23/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C095306073 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M271316864 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted]9 | ***System Key*** | 249957678 | ***Report Version*** | 4 | ***Open Date*** | 01/24/2014 |
| ***Close Date*** | 02/03/2014 | ***Narrative Date*** | 02/07/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | No. |

| **Contact Me>** | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| **No Concerns>** | |
|---|---|
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Please explain further about your choice to recommend your vehicle:** | The Grand Cherokee is awesome. To many good things to say about it. |
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Exterior trim piece needed to be reattached. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| **Continuous Quality Insight** | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/09/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6205320326 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K217363021 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 249957886 | ***Report Version*** | 4 | ***Open Date*** | 01/24/2014 |
| ***Close Date*** | 02/03/2014 | ***Narrative Date*** | 02/07/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT4EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 09/28/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6206310713 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M238307505 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 250308185 | ***Report Version*** | 3 | ***Open Date*** | 01/28/2014 |
| ***Close Date*** | 02/07/2014 | ***Narrative Date*** | 02/12/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity. |

### Uconnect Access

| | |
|---|---|
| **Uconnect Access** | Assist Button. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ0E[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/23/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6103310311 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M105386192 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 251309874 | ***Report Version*** | 3 | ***Open Date*** | 02/21/2014 |
| ***Close Date*** | 02/21/2014 | ***Narrative Date*** | 02/26/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Exterior>Lights>

| | |
|---|---|
| **Lights** | Fog/water/condensation in exterior light lenses. |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Vehicle Exterior.<br>Off-Road.<br>Brake System.<br>Seats.<br>Engine.<br>Interior Trim/Storage/Windows.<br>Interior Climate Control.<br>Entertainment/Navigation System/Connectivity.<br>Steering, Handling, and Ride.<br>Other. |

### Vehicle Exterior>Lights>Fog/water/condensation in exterior light lenses>

| | |
|---|---|
| **Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):** | Fog will on occasion will build up on the inside of the outer cover. Usually after the car has been washed, it dissipates quick enough. But thought it was worth mentioning.<br>Fog will on occasion will build up on the inside of the outer cover. Usually after the car has been washed, it dissipates quick enough. But thought it was worth mentioning. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | as noted above, usually after it's been washed or during the cold weather months. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Additional Comments:** | This is not of major concern to me. However if a problem exists and this is abnormal I'd like to be notified. |

### Uconnect Access

| | |
|---|---|
| **Uconnect Access** | Registration. |

### Hard Controls/Menu

| | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working.<br>Hard controls/menus: Front Screen Display is broken/not working.<br>Hard controls/menus: Front Screen Display: Other Concerns. |

### Touchscreen Controls

| | |
|---|---|
| **Touchscreen Controls** | Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working.<br>Touchscreen Controls/Menu: Front Screen Display is broken/not working.<br>Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Media | |
|---|---|
| **Media** | Radio. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | LG. |
| **Please tell us your cell phone model** | Octane |
| **If known, please tell us your software version** | Unknown |
| **Entertainment/Navigation System/Connectivity** | none |

| Interior Climate Control>Controls and Switches> | |
|---|---|
| **Controls and Switches** | Front heating, ventilation and air conditioning controls are broken/not working. |

| Interior Climate Control>Operation and Performance> | |
|---|---|
| **Operation and Performance** | Front heating, ventilation and air conditioning vents are broken/not working.<br>Rear window defroster broken/not working properly. |

| Tilt/telescopic steering wheel/column has a poor range of adjustment | |
|---|---|
| **Which best describes the problem?** | It could use another inch of downward adjustment. |
| **Which function has poor range of adjustment? (check all that apply):** | It could use another inch of downward adjustment. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | all the time. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | It could use another inch of downward adjustment. |

| Strut problem/shock absorber problem | |
|---|---|
| **Please indicate where the strut/shock problem occurs:** | Rear. |
| **Please describe conditions when this trouble occurs:** | The passenger side rear adaptive suspension wiring harness rubbed another part of the car and caused a short which fried the harness. A new one was ordered and I'm awaiting a 2/24/14 appointment for it to be installed. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **Additional Comments:** | The ride is VERY rough when the adaptive suspension is not engaged. Feels like I'm driving my old ford F-150 again :( |

| Front heating, ventilation and air conditioning vents are broken/not working | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which control is broken/not working properly (check all that apply):** | Hard keys and touchscreen both not functioning properly or at all.<br>Hard keys and touchscreen both not functioning properly or at all.<br>Hard keys and touchscreen both not functioning properly or at all.<br>Hard keys and touchscreen both not functioning properly or at all.<br>Hard keys and touchscreen both not functioning properly or at all.<br>Hard keys and touchscreen both not functioning properly or at all.<br>Hard keys and touchscreen both not functioning properly or at all.<br>Hard keys and touchscreen both not functioning properly or at all. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | Only when there are other systems failing |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | please see above and previous comments. two occurrences. |

| Front heating, ventilation and air conditioning controls are broken/not working | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which control is broken/not working properly (check all that apply):** | Hard keys and touchscreen both not functioning properly or at all.<br>Hard keys and touchscreen both not functioning properly or at all.<br>Hard keys and touchscreen both not functioning properly or at all.<br>Hard keys and touchscreen both not functioning properly or at all. |

| Front heating, ventilation and air conditioning controls are broken/not working | |
|---|---|
| | Hard keys and touchscreen both not functioning properly or at all. |
| | Hard keys and touchscreen both not functioning properly or at all. |
| | Hard keys and touchscreen both not functioning properly or at all. |
| | These systems are down since the radio/nav/HVAC system has been down or act very erratically as described earlier. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | Only when there are other systems failing |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | This problem has occurred twice since I've had the vehicle. The first time was inside the 0-1499 mile range. the second was now at 14K mile range. |

| Brake System>Brake Noise>Brakes are excessively noisy> | |
|---|---|
| **What area of the vehicle is the brake noise coming from?** | Front Brakes. |
| **What does the noise sound like?** | Squeak/squeal. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Brakes squeal under low speed application. They also have been grinding slightly but that's just started. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Squeals only occur at low speeds. VERY IRRITATING!!! No EXTREMELY IRRITATING!!! |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | Squeals only occur at low speeds. VERY IRRITATING!!! No EXTREMELY IRRITATING!!! |
| | Brakes clamp and seem to have a hard release when letting off the brakes. Seems like they are holding excessively. The sound made when they let go is alarming!!! |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | As noted above the squeal is bad enough to grab your attention several cars away. The dealership told me that high speed driving causes this and that it's normal. I have a hard time believing this! |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Additional Comments:** | The excessive holding and release noise while snowy/slushy conditions caused me to pull over several times to see if something was caught in the wheel. The sound was felt and heard throughout the entire vehicle. I think this car should be studied instead of driven. |

| Ride | |
|---|---|
| **Ride** | Strut problem/shock absorber problem. |

| Steering, Handling, and Ride>Steering and Handling> | |
|---|---|
| **Steering and Handling** | Tilt/telescopic steering wheel/column has a poor range of adjustment. |

| Brake System>Brake Operation>Brakes generate excessive brake dust> | |
|---|---|
| **Where does the excessive brake dust build-up appear?** | Front wheels. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | The brake dust is a problem all the time. I wash it constantly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | Loads of brake dust. I even remove the wheels to clean the backside of the wheels. |

| Brake System>Brake Operation> | |
|---|---|
| **Brake Operation** | Brakes generate excessive brake dust. |

| Brake System>Brake Noise> | |
|---|---|
| **Brake Noise** | Brakes are excessively noisy. |

| Active suspension system is broken/not working | |
|---|---|
| **Please describe the trouble experienced with the active suspension system:** | A wiring harness was worn due to it rubbing on another part of the vehicle. This caused a short and destroyed the harness's ability to function. When this occurred the console showed a "Service adaptive suspension system" warning. A new harness was ordered and I'm waiting for a 2/24/14 appointment for replacement. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | No prior warning beyond the dash cluster warning above. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |

| Active suspension system is broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **Additional Comments:** | While the adaptive suspension system has been down the vehicle has been riding VERY rough. It's quite amazing how much this system is able to smooth out the ride. But very unnerving that it's so essential. |

| Interior Trim/Storage/Windows>Abnormal Noises> | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from headliner.<br>Squeak/rattle/abnormal noises from center console. |

| Blind spot monitoring/warning system is broken/not working | |
|---|---|
| **Please indicate the trouble you experienced with the blind spot monitoring/warning system (check all that apply):** | Not functional while the other systems described earlier are down. Very serious flaw and should be investigated on this vehicle immediately.<br>The indicator lights on the mirrors came on for 2 days and never turned off. Then when the entire nav system went down they went out and have been non-functional.<br>The indicator lights on the mirrors came on for 2 days and never turned off. Then when the entire nav system went down they went out and have been non-functional.<br>The indicator lights on the mirrors came on for 2 days and never turned off. Then when the entire nav system went down they went out and have been non-functional. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | Please see above. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | There are gremlins in this car. :( |

| Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from center console> | |
|---|---|
| **Please describe in the box below where from the center console the trouble with abnormal noises is located:** | There is a rattle coming from the new electronic shifter lever. There is no reason for this and no one can find the issue. When I lean on the shifter to the left the noise stops. Ugh... Getting the idea that this vehicle was not well put together. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | at low speeds. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | I've got 14K miles on this car and it's been in the shop more than the past 3 vehicles I've had. (beyond normal oil changes and maintenance) Not feeling the love you guys are putting into it. And I really want to. SRT means a lot to a lot of people. I want to recommend this vehicle but it's not looking good. And I'm sure you'd agree. |

| Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from headliner> | |
|---|---|
| **Please describe in the box below where from the headliner the trouble with abnormal noises is located:** | Took the vehicle in and service and they confirmed the noise coming from the sunroof and panorama roof glass. When the vehicle is at low speeds the glass seems to squeak like it's loosing the seal. Even though the window is fixed it makes this noise. Seems pretty bad as this is a $70,000.00 vehicle. BMW, Mercedes and Audi are all willing to put me in their vehicles and will absolutely guarantee that this won't happen in their comparable models. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | When I'm backing out of my garage and onto the paved driveway. Only at low speeds and very irritating. Service agreed that if it's replaced that the entire window, seals, frame and glass must be removed. This is essentially a rebuild of the entire top of the car. I'm afraid of the probability of further issues if all this is done. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | When I'm backing out of my garage and onto the paved driveway. Only at low speeds and very irritating. Service agreed that if it's replaced that the entire window, seals, frame and glass must be removed. This is essentially a rebuild of the entire top of the car. I'm afraid of the probability of further issues if all this is done. |

| Hard controls/menus: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe the other trouble you experienced:** | When the system is down the HVAC controls as well as the proximity sensors all become very erratic. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Hard controls/menus: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe conditions when this trouble occurs:** | When the system that controls the screen is down the hvac buttons become unresponsive and or erratic when pressed. Sometimes they will automatically turn on without notice. |
| **Additional Comments:** | This behavior NEEDS to be investigated. Knowing that the microcontrollers and other computers need to talk to one another for normal operation they should also be able to handle a singular system not responding. Nor should this unresponsive system cause cascading problems. This seems a real cause for concern for the test engineers to investigate. I'd be happy to provide further info to help define this problem. |

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | I took the car in for the first recall and when the radio was updated I lost the ability to see the traffic info. I was told that there were problems with this update and needed to bring the vehicle back for another update. This still did not resolve the problem and required a call to Sirius to perform a master reset. That fixed the problem. However in the past week the entire system has stopped working. |
| | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | I have an appointment to have this fixed on 2/24/14 |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | One day everything is working great and I start up the vehicle and the system is not functional. I cannot trace this problem with any certainty as to the cause. |
| **Additional Comments:** | I couldn't be more pleased with the performance of the car with regards to engine power and control. However it seems to me that the electronic systems need further testing. I would also recommend that the drivers of SRT vehicles be invited to a forum at the dealership with SRT Team members present. This would allow for some great feedback regarding these systems and the pros/cons experienced. |

| Hard controls/menus: Front Screen Display is broken/not working | |
|---|---|
| **Please indicate your concern with front screen display (check all that apply):** | Currently not working due to the entire system being down. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | One day everything is working great and I start up the vehicle and the system is not functional. I cannot trace this problem with any certainty as to the cause. |
| **Additional Comments:** | Currently not working due to the entire system being down. |

| Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | These controls have been behaving very erratically since the entire screen/nav/radio system has been down. |
| | Currently not working due to the entire system being down. |
| | Currently not working due to the entire system being down. |
| | Please see the Heating, Cooling, Ventilation controls section above for more info. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | One day everything is working great and I start up the vehicle and the system is not functional. I cannot trace this problem with any certainty as to the cause. |

| Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working | |
|---|---|
| **Additional Comments:** | Again the HVAC controls behaving very strangely. When the system is down the rear defrost comes on. pressing the hard key does nothing. Then all of a sudden the front defrost will turn on and run the vent fan to 100% The AC hard key will turn on and run for a while then when you press the HVAC off button the system turns off everything but the rear defrost button. Then pressing auto will cause the HVAC system to turn on and off sporadically. This issue is incredibly strange and this vehicle should be examined by SRT engineers to figure out what's going on. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system freezes-up/will not work> | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | Currently not working due to the entire system being down. |
| **Additional Comments:** | Currently not working due to the entire system being down. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Side window operation/controls.<br>Active Suspension System. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Blind spot monitoring/warning system is broken/not working. |

| Features/Controls/Displays>Features and Controls>Side window operation/controls> | |
|---|---|
| **Side window operation/controls** | Side window broken/not working (open/close function). |

| Touchscreen Controls/Menu: Front Screen Display is broken/not working | |
|---|---|
| **Please indicate your concern with front screen display (check all that apply):** | Currently not working due to the entire system being down. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | One day everything is working great and I start up the vehicle and the system is not functional. I cannot trace this problem with any certainty as to the cause. |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe the other trouble you experienced:** | Currently not working due to the entire system being down. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | One day everything is working great and I start up the vehicle and the system is not functional. I cannot trace this problem with any certainty as to the cause. |

| Features/Controls/Displays>Features and Controls>Side window operation/controls>Side window broken/not working (open/close function)> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | When the HVAC system failed the first time the passenger side window would not work at all. After taking the car to the dealership. The SRT mechanic noticed a screw that had penetrated a wire causing a short that fried the door side computer. This gave me back the ability to operate the window. |
| **Side windows are:** | Power windows. |
| **Please indicate what type of trouble was experienced with the side window (check all that apply):** | When the HVAC system failed the first time the passenger side window would not work at all. After taking the car to the dealership. The SRT mechanic noticed a screw that had penetrated a wire causing a short that fried the door side computer. This gave me back the ability to operate the window. |
| **Please indicate which window is the source of the trouble (check all that apply):** | When the HVAC system failed the first time the passenger side window would not work at all. After taking the car to the dealership. The SRT mechanic noticed a screw that had penetrated a wire causing a short that fried the door side computer. This gave me back the ability to operate the window. |
| **Trouble with the window occurs:** | Both opening and closing. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | After the door computer had failed. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | This caused a major problem for me as I was approx 120 miles from my dealership. Thankfully no rain was in the forecast but it was a chilly ride home with the window down. |

| Active Suspension System |
|---|

| Active Suspension System | |
|---|---|
| **Active Suspension System** | Active suspension system is broken/not working. |

| Engine>Engine Driveability (stumbles/hesitates/surges)> | |
|---|---|
| **Engine Driveability (stumbles/hesitates/surges)** | Engine stumbles/hesitates/surges. |

| Interior Climate Control>Operation and Performance>Rear window defroster broken/not working properly> | |
|---|---|
| **Please indicate what part of the rear window defroster is broken/not working properly (check all that apply):** | I can't turn this off when the computer system is failing. It's on all the time and the hard key won't turn off. Since I can't see the display screen I have absolutely no control over it. :( |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | When the system that controls the screen is down the hvac buttons become unresponsive and or erratic when pressed. Sometimes they will automatically turn on without notice. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | I can't turn this off when the computer system is failing. It's on all the time and the hard key won't turn off. Since I can't see the display screen I have absolutely no control over it. :( |

| Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges> | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Premium gasoline. |
| **What best describes the engine drivability trouble? (check all that apply):** | Seems to happen when coolant temp hasn't come up all the way to normal. Although it has stumbled when starting but that was months ago and hasn't occurred since. |
| **Engine trouble occurs (check all that apply):** | It seems to occur as noted above. after the first 5 minutes. |
| **Engine trouble occurs after vehicle is started at:** | as checked. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | while the engine hasn't come up to normal operating temp. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | Understanding the limitation; it hasn't occurred since I've been mindful of it and allowing it to warm up. |

| Other> | |
|---|---|
| **Please describe the other trouble you experienced:** | I have had the rear backup camera on occasion act like the video frame rate is on the order of 5-10 frames per second. This means the video is choppy. It occurs only during very cold conditions. 0 - negative 15 degrees. Yes, I live in Pennsylvania it really does get this cold at times. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | during cold weather periods. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |

| Overview | |
|---|---|
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | SRT Dealership. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Please explain further about your choice to recommend your vehicle:** | I would love to recommend this vehicle however due to the issues experienced I cannot. I love driving and really thought that this would perform beyond my expectations. So far the only thing that has is the motor. Everything else seems to have failed at least once. At this point I'll be looking to Porsche or BMW for my next performance vehicle. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

| Detail on High Rated Items |
|---|

| Detail on High Rated Items | |
|---|---|
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | Great when it's working. |
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | Great when it's working. |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | Great when it's working. |
| **You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.** | Great when it's working. |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | Great looking design |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | Great looking |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | Great looking |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | The wheels and the brembo's set this high! |
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | The black vapor chrome wheels look great! |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | Very nice SRT logos in the seats. |
| **You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.** | ample storage, However it could use a cargo net. |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | ample for me, avg height. |
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | Nice step out and slip in. |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | The exhaust sounds great. But a bit much exterior noise from traffic. |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | good adjustment. |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.** | all within reach. |
| **You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.** | Nice color temp in the lighting. |
| **You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.** | no blind spots that aren't covered. |
| **You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.** | great when it's working. |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | at 470hp who wouldn't love this. |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | sounds good but still slightly disappointing a Borla S-Type would be perfect! |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | sounds good but still slightly disappointing a Borla S-Type would be perfect! |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | Unbelievable. These are fantastic brakes. But the squealing is appalling. |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | very nice. |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | I absolutely love this dealership. I feel like family when I'm there. I have asked and replied to surveys that they shouldn't change a thing. I'm very very happy here! |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | The dealership is what I'm most pleased with. The car has been problematic and that's disappointing. It's my greatest wish that they correct every issue and I'm sure they will. |

| Contact Me> | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Please review my survey in it's entirety and put yourself in my shoes. Then give me a call and we'll talk. You can reach me anytime @ work m-f 8AM-4PM [redacted] or please e-mail me a date and time you wish to speak and I'll schedule a conference room for us to talk in. The audio will be much better in my conf room.<br>Yes. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | I would greatly appreciate someone looking into the instability of this vehicle's electronic systems. As I have experienced a second computer failure I am wondering what is the root cause of that. The rest of the issues I hope can be investigated and figured out for future SRT Grand Cherokee owners. I really want to love this car! However I feel less confident in it than most every other vehicle I've owned. |
| **What has Chrysler done right?** | Giving me the opportunity to give you this feedback is what I'm very happy you're doing. I'm an engineer myself and enjoy giving you feedback that your engineers can use to make the SRT brand a formidable name against the likes of Porsche, Audi, and so on. Thank you, I look forward to speaking with you. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 4. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 5. |
| **Support for popular music/video formats** | 2. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 2. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 1. |
| **Fuel economy and driving range** | 3. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 1. |
| **How do you feel about the VALUE of your new car? (i.e.** | 1. |
| **What is your attitude overall towards your new car?** | 2. |
| **What is your attitude overall towards the BRAND of your new car?** | 2. |
| **What are your favorite parts of your new vehicle?** | The acceleration of the motor and the things above checked a #5 (when they're working) |
| **Is there anything about your new vehicle you would like to see changed?** | The rear brake lights should look more exotic to befit the uniqueness of a 70 thousand dollar car. The 2014 exhaust note is a bit disappointing. I'll be adding a borla S-type IF I get another SRT Grand Cherokee. |

| Detail on Low Rated Items | |
|---|---|
| **You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.** | The downshifting while braking isn't smooth at all. I've tried to get used to the clamping of the brakes inbetween the downshifts but still haven't got it after 14K miles. I sort of think someone would drive this and tell me if it's normal. |
| **You rated your feelings about the durability of your new vehicle Low. Use this space to provide any specific comments you would like to share.** | With the numerous problems and electronic failures I feel that I'll be trading this car before the warranty is up. I shudder to think what these would add up to in out of pocket costs. |
| **You rated the value of your new car Low. Use this space to provide any specific comments you would like to share.** | I'm sure anyone would agree that for $70,000.00 dollars you would get a vehicle that delivered up to the price tag. So far I'm quite disappointed having spent so much time getting things repaired. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | I hope that the SRT team understands my comments. I would love to work with someone technical to identify these issues and aid in the development of future SRT Grand Cherokee's. Its a worthy vehicle but perhaps I have the one they built on a Friday afternoon at 4:59pm. |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | $70,000.00 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Grand Cherokee.<br>2014.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Porsche.<br>Cayenne.<br>2014.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | On-Line blogs or forums.<br>NHTSA or IIHS safety ratings.<br>Vehicle test drive.<br>Dealership information.<br>Manufacturer?s website.<br>Automotive magazines.<br>Previous experience with the vehicle/brand. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Dealership experience |
| **Secondary vehicle you were considering:** | Ford.<br>Shelby GT500.<br>2014.<br>Secondary Considered Vehicle: New. |
| **Primary vehicle in your household:** | Honda.<br>Pilot.<br>2013.<br>Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | Subaru.<br>SVX.<br>1997.<br>Secondary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | 1[redacted] |
| **Please indicate your highest education level** | in process of 4yr degree |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your ethnicity** | [redacted]. |
| **What is your total household income (before taxes)?** | $125,000 - $149,999. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT3EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/30/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6098310495 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M088380200 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 251309913 | ***Report Version*** | 3 | ***Open Date*** | 02/21/2014 |
| ***Close Date*** | 02/21/2014 | ***Narrative Date*** | 02/26/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Contact Me>** | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| **What Can We Do Better?>** | |
|---|---|
| **Feedback/Concerns:** | 2nd New Jeep since '09. Quality control is not as good as my 2 new GM purchases during the last 5 years. |

| **Vehicle Satisfaction Ratings** | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 2. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 2. |
| **Integration with phones** | 3. |
| **Integration with media players** | 3. |
| **Navigation system route accuracy** | 2. |
| **Support for popular music/video formats** | 3. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 3. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 3. |
| **Brake responsiveness/effort** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **What is your attitude overall towards your new car?** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **What are your favorite parts of your new vehicle?** | Engine/transmission is perfect powerful and smooth shifting like a sports car |
| **Is there anything about your new vehicle you would like to see changed?** | Nav/radio/control unit |

| Detail on High Rated Items | |
|---|---|
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | Love all the collision avoidance features except frontal which seems too sensitive. |
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | Beautiful, sporty set-up |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | Enjoy the auto dimming feature. Lighting is clean and bright. |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | I love it! Just as much fun as my 70's muscle cars. |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | Sounds as powerful as it is. |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | Sounds like a HEMI-Awesome! |
| **You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.** | the 8 speed transmission is as smooth and precise as the Ferrari 458. Paddle shifters are fun, too. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Please outfit a Jeep Wrangler Sahara Unlimited with the accessories that would appeal to the folks with aging Hummer H2 and H3s. Leather, full power, Hemi and 8 speed. I'd buy one. |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe the other trouble you experienced:** | can't change channel or volume |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | random |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | errant |
| **Additional Comments:** | small lists/ some are no there or no longer open. Updates? |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Google maps is easier and more accurate. Phone is better- this unit was wasted money unless an update is possible |
| | Navigation system is missing information. |
| | Navigation system gives wrong directions. |
| **Please indicate which navigation system item has trouble (check all that apply):** | Map is missing information. |
| | Map contains incorrect information. |
| | Navigation system provides wrong directions. |

| Steering, Handling, and Ride>Noise and Vibration> | |
|---|---|
| **Noise and Vibration** | Vehicle vibrates excessively while driving (not braking). |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | Seems too sensitive- it goes off when there is not an evident problem. Scares the H3// out of you. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |

| Overview | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | I have learned that it has too many "gadgets". Some are first year- always a risky bet. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

| Steering, Handling, and Ride>Noise and Vibration>Vehicle vibrates excessively while driving (not braking)> | |
|---|---|
| **Vibration is:** | Slight. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Trouble occurs while traveling at these speeds (check all that apply):** | Siight vibration/rattle |
| **Trouble occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | twice to dealer- not repaired. Found it myself-rear license plate and frame rattled against rear liftgate. |

| Hard controls/menus: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe the other trouble you experienced:** | Screen blanks out |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | Random |
| **Additional Comments:** | Had it to dealer twice. Program upgrades- not successful. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front Screen Display: Other Concerns. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Media | |
|---|---|
| **Media** | Radio. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Difficulty accessing Points of Interest. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | 5S |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | No. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Steering, Handling, and Ride.<br>Entertainment/Navigation System/Connectivity. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Navigation/Radio/U Connect Unit |

| About You |
|---|

## About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | $44,000 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | GMC.<br>Acadia.<br>2012.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | BMW.<br>X5.<br>2014.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | On-Line blogs or forums.<br>Vehicle test drive.<br>Dealership information.<br>Manufacturer?s website. |
| **Primary vehicle in your household:** | HUMMER.<br>H3.<br>2008.<br>Primary Household Vehicle: Purchased Used. |
| **Secondary vehicle in your household:** | Jeep.<br>Wrangler.<br>2003.<br>Secondary Household Vehicle: Purchased Used. |
| **Which of the following best describes the area you live in?** | Rural. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted]e. |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | Trade / technical school. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your ethnicity** | [redacted]. |
| **What is your total household income (before taxes)?** | More than $200,000. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/02/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6353321374 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K353363147 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 251749317 | ***Report Version*** | 3 | ***Open Date*** | 02/27/2014 |
| ***Close Date*** | 02/27/2014 | ***Narrative Date*** | 03/04/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Grand Cherokee.<br>2006.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | BMW.<br>X5.<br>2014.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Kelley Blue Book.<br>J D Power reports.<br>Vehicle test drive.<br>Manufacturer?s website.<br>Previous experience with the vehicle/brand. |
| **Secondary vehicle you were considering:** | Lexus.<br>RX 350.<br>2014.<br>Secondary Considered Vehicle: New. |
| **Primary vehicle in your household:** | Lexus.<br>ES 350.<br>2010.<br>Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | Jeep.<br>Grand Cherokee.<br>2014.<br>Secondary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | Trade / technical school. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted]n. |
| **What is your total household income (before taxes)?** | $60,000 - $79,999. |

### Contact Me>

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

### What Can We Do Better?>

| | |
|---|---|
| **What has Chrysler done right?** | Love the look, ride and feel of the 2014 Jeep. |

### Overview

| Overview | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | This is our 5th Jeep and we were very satisfied with 1 thru 4, Hope we have the same feelings on #5 after around 80,000 miles. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 4. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 5. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 3. |
| **Seat adjustment and comfort** | 3. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 2. |
| **Engine performance during acceleration** | 4. |
| **Engine sound** | 3. |
| **Engine exhaust sound** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Fuel economy and driving range** | 3. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Climate control, gas mileage |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Interior Climate Control>Operation and Performance> | |
|---|---|
| **Operation and Performance** | Heating, ventilation and air conditioning doesn't maintain desired temperature. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control. |

| Heating, ventilation and air conditioning doesn't maintain desired temperature | |
|---|---|
| **At what internal temperature does the setting no longer maintain desired temperature (check all that apply):** | Vehicle gets to hot, have to set temp to 62 to maintain the desired temperature. After about 1 hour you can move the temp to 68 and it seems to maintain a comfortable environment. |
| **Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):** | Outside temperature between 40 and 49 degrees.<br>Outside temperature between 30 and 39 degrees.<br>Outside temperature between 20 and 29 degrees.<br>Outside temperature between 10 and 19 degrees.<br>Outside temperature between 0 and 9 degrees.<br>Outside temperature below 0 degrees. |
| **If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | When climate control is first turned on. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/09/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6091310137 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M086378695 | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 252205071 | ***Report Version*** | 2 | ***Open Date*** | 03/05/2014 |
| ***Close Date*** | 03/05/2014 | ***Narrative Date*** | 03/07/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Engine>Engine Fluids (leaks, excessive oil consumption)>

| | |
|---|---|
| **Engine Fluids (leaks, excessive oil consumption)** | Engine fluid leaks. |

### Engine>Engine Fluids (leaks, excessive oil consumption)>Engine fluid leaks>

| | |
|---|---|
| **Which fluid is leaking?** | Engine oil. |
| **Where does fluid appear to be leaking from?** | Front of engine (where the fan belt/drive belt is located). |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |

### Brake System>Brake Noise>Brakes are excessively noisy>

| | |
|---|---|
| **What area of the vehicle is the brake noise coming from?** | Front Brakes. |
| **What does the noise sound like?** | Squeak/squeal. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Light braking.<br>Moderate braking. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Low speeds (1-25 MPH).<br>Medium speeds (26-45 MPH). |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | Clear/dry road conditions. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

### What Can We Do Better?>

| | |
|---|---|
| **Feedback/Concerns:** | Lack of replacement parts for the GC SRT. Price is way too hefty for this vehicle regardless of it's size and features compared to the other 'normal' SRT vehicles. Also, I don't like that it is limited to only 160MPH as compared to the other SRT cars. |
| **What has Chrysler done right?** | Overall the SRT is awesome and does continue to amaze me and people around me about it's raw performance and luxurious feel. |

### Contact Me>

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

### Other>

| | |
|---|---|
| **Please describe the other trouble you experienced:** | After needing replacement parts due to an accident, I had to wait over a month to get the vapor chrome wheels and a headlamp. Also, the adaptive cruise control sensor needs to be replaced but no one in the world has them in stock either. The 2014 JGC is a popular SUV and most of the items on them fit my SRT, so I would think that some of the stock of parts made for them would be set aside for situations like these. I plan on contacting Chrysler directly about all these issues I have experienced. It is sad that I buy the second most expensive vehicle they make and get this type of treatment. I have actually thought about trading it in for a different brand if parts are going to stay this scarce. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | When needing a replacement part |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | After accident residual issues arose and took it to my dealer.<br>Took to collision place after accident. I had to wait 35 days to get my vehicle back. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 68000 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle you were considering:** | Nissan.<br>GT-R.<br>2013.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Numerous youtube channel reviews.<br>Edmunds.<br>On-Line blogs or forums. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Just wasn't practical for what I wanted at the time. The Jeep is more versatile. |
| **Secondary vehicle you were considering:** | SRT.<br>Viper.<br>2013.<br>Secondary Considered Vehicle: New. |
| **Primary vehicle in your household:** | Saturn.<br>Sky.<br>2009.<br>Primary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Urban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **Please indicate your highest education level** | Trade / technical school. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 0. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 3. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 3. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **What are your favorite parts of your new vehicle?** | Engine performance and engine noise. Heated/vented seats. Inverter/USB/SD card connections. |
| **Is there anything about your new vehicle you would like to see changed?** | The price is definitely still steep for it. But compared to the other couple brands it competes with it is a decent 'bargain'. Availability of parts. Higher top speed to compare to other SRTs. Use of brake pads that do not create as much brake dust. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Brake System.<br>Other. |

| Brake System>Brake Operation> | |
|---|---|
| **Brake Operation** | Brakes generate excessive brake dust. |

| Brake System>Brake Noise> | |
|---|---|
| **Brake Noise** | Brakes are excessively noisy. |

| Brake System>Brake Operation>Brakes generate excessive brake dust> | |
|---|---|
| **Where does the excessive brake dust build-up appear?** | Front wheels. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/27/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6107311258 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K116363208 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 252112885 | ***Report Version*** | 3 | ***Open Date*** | 03/03/2014 |
| ***Close Date*** | 03/03/2014 | ***Narrative Date*** | 03/07/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Lease. |
| **What price did you pay for your vehicle?** | DO NOT REMEMBER |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Grand Cherokee.<br>2012.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Jeep.<br>Liberty.<br>2012.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive.<br>Dealership information.<br>Previous experience with the vehicle/brand. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | MORE COMFORTABLE DRIVE |
| **Secondary vehicle you were considering:** | Kia.<br>Optima.<br>2013.<br>Secondary Considered Vehicle: New. |
| **Primary vehicle in your household:** | Jeep.<br>Grand Cherokee.<br>2014.<br>Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | Kia.<br>Optima.<br>2013.<br>Secondary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Urban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your total household income (before taxes)?** | $80,000 - $99,999. |

### Detail on High Rated Items

| | |
|---|---|
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | i DO NOT HAVE A SMART PHONE TO DOWNLOAD. I DO NOT LIKE MY LISTENING PLEASURE TO BE INTERRUPTED BY MY PHONE (WHEN IT'S HOOKED UP) |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | THE NAVIGATION SYSTEM IS VERY EASY TO READ AND TO HEAR. |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | MORE LEG ROOM IN REAR SEATING AREA. ADEQUATE FOR ME BUT NOT FOR TALL PASSENGERS<br>LOVE THE FACT THE CAR LOWERS. EASY TO GET IN AND OUT. |

| Detail on High Rated Items | |
|---|---|
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | DEPENDING ON THE TYPE OF SHOE I WEAR, I NEED TO ADJUST SEAT AND STEERING WHEEL. THE ADJUSTABLE FOOT PEDALS WAS SO MUCH EASIER FOR ME. |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.** | WARNING WHEN TURNING IF THERE'S A VEHICLE TOO CLOSE AND THE AUTOMATIC BRAKING WHEN ON THE HIGHWAY DEPENDING AND THE SETTING |
| **You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.** | I FEEL VERY CONFIDENT WHEN DRIVING IN SNOW OR SLUSH WITH THE DIFFERENT SETTINGS |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | i WORK WITH FRANK CHIAPETTA EXCLUSIVELY. I HAVE PURCHASED AT LEAST 6 VEHICLES FROM HIM. HE IS ALWAYS HONEST AND FORTHCOMING WITH ANY AND ALL INFORMATION. |
| **You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.** | THIS IS MY 10TH JEEP. THAT SHOULD SPEAK FOR ITSELF |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | SAME AS ABOVE |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 3. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 3. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | THE SIDE VIEW MIRRORS; HEATED STEERING WHEEL |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | ADJUSTABLE ACCELERATED AND BRAKE PEDALS. I MISS THAT FEATURE . |

| Overview | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | I HAVE HAD JEEPS SINCE 1994. EVERY 2 YEARS I PURCHASE A NEW ONE. I HAVE NEVER HAD ANY PROBLEMS WITH ANY OF THEM. I'VE STUCK WITH THE GRAND CHEROKEES, BUT AS I'M GETTING OLDER, THE LIBERTY INTERESTS ME. IT JUST DOESN'T HAVE ALL THE BELLS AND WHISTLES THAT I'M USED TO. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Other> | |
|---|---|
| **Please describe the other trouble you experienced:** | ITS NOT TROUBLE BUT I WOULD LOVE A COOLANT IN THE STEERING WHEEL WHEN IT SITS IN THE HOT SUN. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | WHEN IT SITS IN THE HOT SUN |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Other. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG8EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/10/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6119310548 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K128361236 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 252112950 | ***Report Version*** | 3 | ***Open Date*** | 02/22/2014 |
| ***Close Date*** | 03/04/2014 | ***Narrative Date*** | 03/07/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain. |

### Transmission and Drivetrain>Automatic Transmission>

| | |
|---|---|
| **Automatic Transmission** | Gear selector is difficult to operate (auto. trans.). |

### Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

| | |
|---|---|
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | Does not always or actually most of the time does not go into gear you want, love car but would not buy another with this shifter<br>same<br>same<br>same |
| **Why is the gear selector difficult to operate?** | Other (please describe). |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | Poor design on gear selector, no feel and always goes to another gear then what you are currently going to. |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Please explain further about your choice to recommend your vehicle:** | gear selector |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

### What Can We Do Better?>

| | |
|---|---|
| **Feedback/Concerns:** | Changer Trans/gear selector |
| **What has Chrysler done right?** | Rest of the vehicle is great |

### Contact Me>

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | trans |

### Vehicle Satisfaction Ratings

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Appearance of exterior paint** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Vehicle storage and space usage** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 3. |
| **What are your favorite parts of your new vehicle?** | nav |
| **Is there anything about your new vehicle you would like to see changed?** | gear selector |

| Detail on High Rated Items | |
|---|---|
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | ease of use |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJGXEC[redacted]7 | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/03/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6113311037 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K122363497 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 252112938 | ***Report Version*** | 3 | ***Open Date*** | 02/21/2014 |
| ***Close Date*** | 03/04/2014 | ***Narrative Date*** | 03/07/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Interior Trim/Storage/Windows>Appearance>Interior materials soils/scuffs too easily>

| | |
|---|---|
| **Additional Comments:** | Doors should be leather on high end models |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe in the box below which material(s) have trouble with soiling/scuffing too easily:** | Plastics bottom of doors |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |

### Interior Trim/Storage/Windows>Appearance>

| | |
|---|---|
| **Appearance** | Interior materials soils/scuffs too easily. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Other.<br>Interior Trim/Storage/Windows. |

### Welcome>

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJTXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/29/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6094310963 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M092380887 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 252549632 | ***Report Version*** | 2 | ***Open Date*** | 02/25/2014 |
| ***Close Date*** | 03/10/2014 | ***Narrative Date*** | 03/12/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Entertainment/Navigation System/Connectivity. |

### Touchscreen Controls/Menu: Front Screen Display: Other Concerns

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### Hard Controls/Menu

| | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location. |

### Touchscreen Controls

| | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

### Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>

| | |
|---|---|
| **Voice Activation / Recognition** | Voice Recognition feature does not have enough functions available. |

### Entertainment/Navigation System/Connectivity>

| | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | 5 |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | brakes automatically apply themselves at inopportune times. make loud noise and it is jerky. |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

### Features/Controls/Displays>Displays and Instruments>

| | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

### What Can We Do Better?>

| | |
|---|---|
| **What has Chrysler done right?** | |

| What Can We Do Better?> | |
|---|---|
| | On the new jeep - everything. it is dramatically different and improved from the old version. On my 2014 GC Summit, the wheels are not as attractive as the lesser models 5 spoke wheels. The new 8 speed transmission is also a fantastic upgrade. I also has a 2012 GC. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG1EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 06/01/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6143310861 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K147361165 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 252550087 | ***Report Version*** | 4 | ***Open Date*** | 03/10/2014 |
| ***Close Date*** | 03/10/2014 | ***Narrative Date*** | 03/14/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 1. |
| **Clarity of sound** | 1. |
| **Ease of using system displays while driving** | 1. |
| **Integration with phones** | 1. |
| **Integration with media players** | 1. |
| **Navigation system route accuracy** | 1. |
| **Support for popular music/video formats** | 1. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Appearance of exterior paint** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 3. |
| **Vehicle storage and space usage** | 3. |
| **Head/leg/foot room** | 3. |
| **Ease of getting into and out of vehicle** | 3. |
| **Interior noise level while driving** | 3. |
| **Seat adjustment and comfort** | 3. |
| **Steering wheel adjustment** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Location and usefulness of interior lighting** | 3. |
| **Safety and visibility while driving** | 1. |
| **Climate control operation (function and ease of use)** | 1. |
| **Engine performance during acceleration** | 3. |
| **Engine sound** | 3. |
| **Engine exhaust sound** | 3. |
| **Transmission gear change performance (smoothness)** | 1. |
| **Fuel economy and driving range** | 1. |
| **Brake responsiveness/effort** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 1. |
| **Ride quality** | 1. |
| **Steering and handling (responsiveness, stability)** | 1. |
| **How was your purchasing experience (the dealer/dealership)?** | 1. |
| **How do you feel about the durability of your new vehicle?** | 1. |
| **How do you feel about the VALUE of your new car? (i.e.** | 1. |
| **What is your attitude overall towards your new car?** | 1. |
| **What is your attitude overall towards the BRAND of your new car?** | 1. |
| **What are your favorite parts of your new vehicle?** | None |
| **Is there anything about your new vehicle you would like to see changed?** | Everything acknowledge it's a lemon |

## Overview

| | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 2 (dissatisfied). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Videon Chrysler jeep |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Please explain further about your choice to recommend your vehicle:** | I would never recommend this vehicle in fact I blast on social media it's a piece of junk I'm suiing jeep to take the junk back |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone only. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

## What Can We Do Better?>

| | |
|---|---|
| **Feedback/Concerns:** | The 2014 jeep grand Cherokee overland is a piece of s[redacted]. My car has been in the shop 10 times in 7 months for all the same issues. Navigation doesn't work and fails. The air suspension fails. Crash avoidance failed twice and more issues add daily. I tell people daily in person and on social media never buy a Chrysler/jeep product ever! |
| **What has Chrysler done right?** | Nothing I've been. Suiing you for 5 months my car has been in the shop 10 times I have invoices and videos and pictures of my issues and you won't acknowledge my car is a piece of junk |

## Contact Me>

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] 2014 jeep grand Cherokee overland is a piece of shit. My car has been in the shop 10 times in 7 months for all the same issues. Navigation doesn't work and fails. The air suspension fails. Crash avoidance failed twice and more issues add daily. I tell people daily in person and on social media never buy a Chrysler/jeep product ever! |

## About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Lease. |
| **What price did you pay for your vehicle?** | 48600 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Ford.<br>Escape.<br>2013.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Mercedes-Benz.<br>M-Class.<br>2014.<br>Primary Considered Vehicle: New. |
| **Primary vehicle in your household:** | Infiniti.<br>G37 Convertible.<br>2011.<br>Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | Porsche.<br>Cayenne.<br>2011.<br>Secondary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |

| About You | |
|---|---|
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your total household income (before taxes)?** | $125,000 - $149,999. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Power on/off, volume dial. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Navigation system has incorrect information. |
| **Please indicate which navigation system item has trouble (check all that apply):** | Map contains incorrect information. |
| **Additional Comments:** | Horrible system |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system freezes-up/will not work> | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Daily using the car |
| **Additional Comments:** | The 2014 jeep grand Cherokee overland is a piece of shit. My car has been in the shop 10 times in 7 months for all the same issues. Navigation doesn't work and fails. The air suspension fails. Crash avoidance failed twice and more issues add daily. I tell people daily in person and on social media never buy a Chrysler/jeep product ever! |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Additional Comments:** | The screen goes black daily and I cannot control the hvac |

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | Power on/off, volume dial.<br>Radio band/mode selection controls.<br>Audio controls (bass, treble, fade, balance, etc.).<br>Seek/scan/program/repeat/random/auto memory controls.<br>Radio channel preset buttons.<br>Audio controls located on steering wheel.<br>Navigation system controls.<br>Other (please describe). |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working.<br>Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.<br>Hard controls/menus: Front Screen Display is broken/not working. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work.<br>Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth> |
|---|

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth> | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | Iphone 5s |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Entertainment/Navigation System/Connectivity. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | It has gone off when no animals or cars were in front of me and slammed on my brakes twice this has occurred |

| Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system is broken/not working> | |
|---|---|
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | Speed Set function does not work/engages at wrong speed.<br>Speed Accelerate function does not work properly.<br>Cruise control does not disengage when brakes are applied.<br>Cruise control does not disengage properly with On/Off or Cancel buttons. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |

| Features/Controls/Displays>Displays and Instruments>Instrument panel illumination/warning/indicator lights broken/not working> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Instrument panel illumination broken/not working. |
| **Please describe in the box below where on the instrument panel/dashboard the trouble with broken/damaged materials is located:** | It goes black often and shows nothing |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |

| Active Suspension System | |
|---|---|
| **Active Suspension System** | Active suspension system is broken/not working. |

| Adjustable height control is broken/not working | |
|---|---|
| **Which height setting were you in, or trying to get into, when you experienced the trouble (check all that apply):** | Normal ride height. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |

| Features/Controls/Displays>Features and Controls>Cruise control system> | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

| Adjustable Height Control | |
|---|---|
| **Adjustable Height Control** | Adjustable height control is broken/not working. |

| Active suspension system is broken/not working | |
|---|---|
| **Please describe the trouble experienced with the active suspension system:** | The system goes up and down for no reason and will occur at high speeds |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |

| Key fob entry system broken/not working | |
|---|---|
| **Please indicate what type of trouble was experienced with the key fob entry system (check all that apply):** | Car won't recognize the key is in the car |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |

| Key fob entry system broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |

| Rain sensing wipers are broken/not working properly | |
|---|---|
| **Please indicate what type of trouble was experienced with the rain sensing wipers (check all that apply):** | Rain sensing wipers swipe too often. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

| Door locks/key fob entry system | |
|---|---|
| **Door locks/key fob entry system** | Key fob entry system broken/not working. |

| Heated steering wheel is broken/not working | |
|---|---|
| **Please indicate what type of trouble was experienced with the heated steering wheel (check all that apply):** | Will not turn off. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

| Features/Controls/Displays>Features and Controls>Wipers and washers> | |
|---|---|
| **Wipers and washers** | Rain sensing wipers are broken/not working properly. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Wipers and washers.<br>Door locks/key fob entry system.<br>Active Suspension System.<br>Adjustable Height Control.<br>Cruise control system.<br>Heated Steering Wheel. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location.<br>Instrument panel illumination/warning/indicator lights broken/not working. |

| Hard controls/menus: Front Screen Display is broken/not working | |
|---|---|
| **Please indicate your concern with front screen display (check all that apply):** | Other (please describe). |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | Screen goes black daily |

| Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | Power on/off, volume dial.<br>Radio band/mode selection controls.<br>Audio controls (bass, treble, fade, balance, etc.).<br>Tuner control.<br>Seek/scan/program/repeat/random/auto memory controls.<br>Radio channel preset buttons.<br>Heating, Cooling, Ventilation controls. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Heated Steering Wheel | |
|---|---|
| **Heated Steering Wheel** | Heated steering wheel is broken/not working. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG0EC[redacted]1 | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/27/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6099310934 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K116363212 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted]7 | ***System Key*** | 252549624 | ***Report Version*** | 4 | ***Open Date*** | 02/28/2014 |
| ***Close Date*** | 03/10/2014 | ***Narrative Date*** | 03/14/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 12/09/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6338310479 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M275352853 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 252413501 | ***Report Version*** | 5 | ***Open Date*** | 02/27/2014 |
| ***Close Date*** | 03/09/2014 | ***Narrative Date*** | 03/14/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| **Continuous Quality Insight** | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Engine.<br>Interior Climate Control.<br>Entertainment/Navigation System/Connectivity. |

| **Uconnect Access** | |
|---|---|
| **Uconnect Access** | Search Engine.<br>Uconnect Store.<br>Uconnect Access Application.<br>Remote Features. |

| **Hard Controls/Menu** | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| **Touchscreen Controls** | |
|---|---|
| **Touchscreen Controls** | Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working.<br>Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location. |

| **Rear Seat Entertainment** | |
|---|---|
| **Rear Seat Entertainment** | Rear seat entertainment remote control is difficult to use. |

| **Entertainment/Navigation System/Connectivity>Speakers>** | |
|---|---|
| **Speakers** | Speakers are not loud enough. |

| **Text Messaging** | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

| **Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>** | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.<br>Hands-Free Phone / Bluetooth system phonebook does not work correctly. |

| **Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>** | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command.<br>Voice Recognition feature does not have enough functions available. |

| **Entertainment/Navigation System/Connectivity>** | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Samsung. |
| **Please tell us your cell phone model** | s4 |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBT9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/11/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6116311081 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M125353565 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 253360617 | ***Report Version*** | 4 | ***Open Date*** | 03/10/2014 |
| ***Close Date*** | 03/20/2014 | ***Narrative Date*** | 03/26/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

### No Concerns>

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/03/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6317311249 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M305363053 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 2[redacted] | ***System Key*** | 253743803 | ***Report Version*** | 3 | ***Open Date*** | 03/12/2014 |
| ***Close Date*** | 03/12/2014 | ***Narrative Date*** | 04/02/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays.<br>Brake System.<br>Engine.<br>Interior Trim/Storage/Windows. |

### Uconnect Access

| | |
|---|---|
| **Uconnect Access** | Uconnect Access Application.<br>Owner Connect Website. |

### Text Messaging

| | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

### Entertainment/Navigation System/Connectivity>Navigation System>

| | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work.<br>Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Navigation system works, but traffic information doesn?t work / or is difficult to understand. |

### Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

| | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.<br>Hands-Free Phone / Bluetooth system is difficult to use. |

### Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>

| | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

### Entertainment/Navigation System/Connectivity>

| | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | BlackBerry (RIM). |
| **Please tell us your cell phone model** | Curve |

### Entertainment/Navigation System/Connectivity>Navigation System>Navigation system freezes-up/will not work>

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | between auto change to 3D highway turn view |

### Hands-Free Phone / Bluetooth system voice activation doesnt recognize command

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Please describe when this trouble occurs:** | When stating a name. |
| **Please indicate which words, if any, are constantly misrecognized:** | would not say if any specific. |

| Owner Connect Website | |
|---|---|
| **Owner Connect Website** | Owner connect website dashboard is difficult to understand/use. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | When stating a name. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Uconnect Access Application | |
|---|---|
| **Uconnect Access Application** | Uconnect Access application does not work on my phone. |

| Brake System>Brake Operation>Brakes do not have enough stopping power; brake pedal requires too much effort> | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | while collision alam activates the break is very hard!! there was a recall on previous models but looks like problem still exist on 2014 models |

| Engine>Engine Fuel consumption> | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Engine>Engine Fuel consumption>Fuel consumption is worse than expected> | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | Yes. |
| **Where do you do most of your driving?** | Highway/freeway driving (speeds held fairly constant above 45 mph). |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 1 (very dissatisfied). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | not available for BB |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 4. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 3. |
| **Support for popular music/video formats** | 3. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 2. |
| **Brake responsiveness/effort** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| Brake System>Brake Operation> | |
|---|---|
| **Brake Operation** | Brakes do not have enough stopping power; brake pedal requires too much effort. |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | I'm not a native english speaker but the system doesnt reckognize even simplest words ... |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | having so big screen its a shame can not display at the same time: time of arrival, time to arrive, disctance to arrive (howevwer the screen is repeating many info already shown on main screen, ie. temp, time, etc ... |
| **Additional Comments:** | whan map view size is in auto mode, its a shame that the future automatically zoom in for turns etc (very good) but doesnt return to previous set zoom size ..... |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesnt work/or is difficult to understand> | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | very offten traffic info is very inaccurate, this is paid future and should be much better serviced |
| **Additional Comments:** | traffic info needs a lot of time to be received after car start. |

| Uconnect Access application does not work on my phone | |
|---|---|
| **Additional Comments:** | thats a pity that having 3G connectivity it need to connect a phone. Non understandable why could not develop app for BB ..... cann t use the system but would like very much. However cant buy a new phone just for this .. |

| Owner connect website dashboard is difficult to understand/use | |
|---|---|
| **Additional Comments:** | uconnect web site is very slow!!!!!! |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 12/19/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C269307773 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M303362311 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 253743569 | ***Report Version*** | 3 | ***Open Date*** | 03/11/2014 |
| ***Close Date*** | 03/11/2014 | ***Narrative Date*** | 04/02/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Engine.<br>Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays.<br>Transmission and Drivetrain.<br>Interior Climate Control. |

### Uconnect Access

| | |
|---|---|
| **Uconnect Access** | Registration. |

### Hard Controls/Menu

| | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front Screen Display: Other Concerns. |

### Text Messaging

| | |
|---|---|
| **Text Messaging** | Text messaging broken/not working. |

### Entertainment/Navigation System/Connectivity>

| | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | BlackBerry (RIM). |
| **Entertainment/Navigation System/Connectivity** | steering wheel radio controls are the most difficult to feel with gloves of any prior Jeep. The tactile click is too loud. |

### Registration

| | |
|---|---|
| **Registration** | Registration is difficult to understand/use. |

### Features/Controls/Displays>Displays and Instruments>

| | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

### Interior Climate Control>Operation and Performance>

| | |
|---|---|
| **Operation and Performance** | Heating, ventilation and air conditioning doesn't maintain desired temperature. |

### Interior Climate Control>Odor/smell>

| | |
|---|---|
| **Odor/smell** | Unpleasant interior smell/odor. |

### Heating, ventilation and air conditioning doesn't maintain desired temperature

| | |
|---|---|
| **Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):** | Bright sun.<br>This had happened about four times, I'm not sure why. |
| **Please indicate which HVAC zone does not maintain desired temperature (check all that apply):** | Front HVAC. |
| **If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Heating, ventilation and air conditioning doesn't maintain desired temperature | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **At what internal temperature does the setting no longer maintain desired temperature (check all that apply):** | Some days around 32 outside,I need to turn the temp to the low 60's to get it to stop blowing hot air (?) |
| **Additional Comments:** | Most of the time it works well, not sure why sometimes it is so far off |

| Engine>Engine Noise (abnormal)> | |
|---|---|
| **Engine Noise (abnormal)** | Engine makes abnormal/excessive noises. |

| Engine>Engine Noise (abnormal)>Engine makes abnormal/excessive noises> | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Engine noise occurs while vehicle is (check all that apply):** | Higher than expected idling sound, especially approaching the vehicle after remote start in cold weather |

| Transmission and Drivetrain>Automatic Transmission> | |
|---|---|
| **Automatic Transmission** | Gear selector is difficult to operate (auto. trans.). |

| Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)> | |
|---|---|
| **Why is the gear selector difficult to operate?** | Other (please describe). |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | Often find the Jeep in Neutral when shifting for drive |
| **Additional Comments:** | The issue is with design not a quality issue. It is not easy to feel the correct positions. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | I love the car and have specific recommendations that did not fit into your categories. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Integration with phones** | 3. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 3. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine performance during acceleration** | 4. |
| **Engine sound** | 3. |
| **Engine exhaust sound** | 4. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 4. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | Mileage for a vehicle that can tow |
| **Is there anything about your new vehicle you would like to see changed?** | steering wheel audio switches and cup holder rattle, in sync mode temperatures should change at the same time |

| About You | |
|---|---|
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Grand Cherokee.<br>2006.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Dodge.<br>Durango.<br>2014.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | On-Line blogs or forums.<br>Vehicle test drive.<br>Dealership information.<br>Manufacturer?s website.<br>Automotive magazines.<br>Previous experience with the vehicle/brand. |
| **Primary vehicle in your household:** | Chrysler.<br>Town & Country.<br>2013.<br>Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | Chrysler.<br>300.<br>2011.<br>Secondary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your ethnicity** | [redacted]. |
| **Did you purchase or lease your vehicle?** | Lease. |

| About You | |
|---|---|
| **What price did you pay for your vehicle?** | employee |

| Text messaging broken/not working | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | supports limited phones, not mine |

| Registration is difficult to understand/use | |
|---|---|
| **Plese indicate which registration method you attempted (check all that apply):** | was stuck in an endless loop of you must change your password, you have timed out. Had to wait till the next day to register. |

| Hard controls/menus: Front Screen Display: Other Concerns | |
|---|---|
| **Additional Comments:** | steering wheel audio controls, middle button is too subtle to detect with driving gloves |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | system is too sensitive for what it considers imminent danger, applies brakes unnecessarily, and finishes beep sequence after turning vehicle ahead has cleared. |
| **Additional Comments:** | (I have not yet tried to find sensitivity adjustment. If the system allows sensitivity adjustment, disregard) |

| Unpleasant interior smell/odor | |
|---|---|
| **Please indicate the unpleasant interior smell/odor (check all that apply):** | Very strong smell approx. four times. Kind of ammonia smell. Travelling slow or stopped. |
| **Additional Comments:** | I am trying to figure out what causes this smell. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | The cup holders should be capable to hold a 16.9 Oz water without rattling. The configurable cluster should have additional options, other than the two corners. It would be nice if I could add the nav screen speed limit to the cluster. It would be nice to have an open bin in the console to place wallet or phone. The 20" Fortera tires are not the best in the snow. Would have preferred omit sunroof (but not possible with Diesel). A little more power would be nice, but low end torque is nice. |
| **What has Chrysler done right?** | All around good exterior fits, excellent interior space, comfortable seats, nice nappa leather, excellent Uconnect (miss the voice text feature due to phone not supported), excellent appearance and features, Diesel good mileage (hope will further improve with summer diesel, and higher miles) |

| Detail on High Rated Items | |
|---|---|
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | I like that I am once again able to pan the map (not able on 2011 300C). Like higher level of road labelling on Nav |
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | Sound system is great |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | excellent design and fits |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | Love the LED DRLs, and overall front end |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | Excellent design and fits |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | Excellent design and fits |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | HID headlights great low and high beam, Smart beam much better recognition and quicker change to low beam |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | Driver seat very comfortable, passenger seat appropriate adjustment vs 06WK limited. |
| **You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.** | Much improved front and rear seat space as well as space in the cargo area |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | I am 6'6" and can sit confortably with room for passenger behind. I can adjust seat to clear headliner, unlike 06WK. |
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | No issue ingress egress, I have not set the air suspension to drop in park. |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | Very comfortable seat and good adjustment for tall driver |

| Detail on High Rated Items | |
|---|---|
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | Nice power tilt/telescope infinite adjustement |
| **You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.** | Appropriate interior lighting |
| **You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.** | Very smooth shifts with Diesel, smoother than with gas engines. |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | Excellent brakes |
| **You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.** | Durability will be proven over time, hope that Diesel engine will exceed durability expectations |
| **You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.** | I love this vehicle, minor changes could perfect |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | This is my fourth Grand Cherokee, and by far the best |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | I love the fuel tank size and range, and mileage for a vehicle that meets my towing needs. Excellent design |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | I would prefer a rotary dial for shifter and additional open storage on the console. The cup holder should not rattle with a standard water bottle. I would prefer if the Diesel was a little quieter. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBM6EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 12/18/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C270308212 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M296360069 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 253360633 | ***Report Version*** | 6 | ***Open Date*** | 03/10/2014 |
| ***Close Date*** | 03/20/2014 | ***Narrative Date*** | 04/02/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

### Features/Controls/Displays>Displays and Instruments>

| | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

### Contact Me>

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | The collision warning system is not working properly. I will get a Brake message on the screen while driving down a clear road with no other cars. I also get a sensor error message. I have not had a chance to get it in for service. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM4EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 12/01/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C257307160 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M278319809 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted]0 | ***System Key*** | 254316578 | ***Report Version*** | 4 | ***Open Date*** | 04/01/2014 |
| ***Close Date*** | 04/01/2014 | ***Narrative Date*** | 04/03/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 3. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 5. |
| **Brake responsiveness/effort** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

### About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Is this your first new vehicle ever purchased / leased?** | No. |

| About You | |
|---|---|
| **Please tell us about the vehicle you replaced (if applicable)** | Toyota.<br>Highlander Hybrid.<br>2006.<br>Replaced Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **Please indicate your highest education level** | PhD. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | 1) The day I was to take delivery of the vehicle my salesman alertly noted something hanging down under the car. It was the DEF fluid line. I was appreciative that he noticed it but a bit disappointed to learn that there had been a recall for this and it took a couple of days to get the parts to repair. I would have thought the dealer would have been on top of this before telling me the car was ready. 2) At delivery, the Uconnect software was not the current version. I located the Jeep forums online and was able to download and then install the new software. Then I was able to get the Apps (Pandora, Aha) to work. Again, this should not be the customer's responsibility. 3) I was frustrated for a while trying to use a high speed 64G SD card for music storage; had to switch to a smaller capacity card. 4) The ACC/FCW wipe front radar sensor warning has come on quite a few times. It may be settling down. I hope so. 5) Wind noise on highway too high. |
| **What has Chrysler done right?** | This is a terrific vehicle. The diesel engine is smooth, gets fabulous highway mileage. ACC makes using cruise control much more practical. There is the right combination of hard controls (e.g., temperature, audio volume) and touchscreen controls. I would add altitude readout somewhere - easy with gps. Love the ability to get all the other info - transmission temperature, instant/avg gas mileage, oil temp, etc. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| No Concerns> | |
|---|---|
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Have not taken my vehicle to any dealer since taking delivery. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCTXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 12/11/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6305310938 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M308363674 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted]5 | ***System Key*** | 254511589 | ***Report Version*** | 2 | ***Open Date*** | 04/03/2014 |
| ***Close Date*** | 04/03/2014 | ***Narrative Date*** | 04/07/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Overview

| | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | with the caveats noted in survey |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

### About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Lease. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | BMW.<br>3 Series.<br>2009.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Lexus.<br>Primary Considered Vehicle: New. |

### What Can We Do Better?>

| | |
|---|---|
| **Feedback/Concerns:** | the automatic brake and warning system is not consistent--has gone off at random times and too conservative, even on the less conservative mode. I like the idea of it, but I am tempted to turn it off. I wish you could program more channels into the Serius favorites--it maxes out at a certain number. I did not have this restriction on my BMW |
| **What has Chrysler done right?** | mostly this is a good car |

### Contact Me>

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] issues discussed in this survey |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 3. |
| **Integration with phones** | 3. |
| **Integration with media players** | 3. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 2. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 3. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 3. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **What are your favorite parts of your new vehicle?** | like riding high on road and big engine |
| **Is there anything about your new vehicle you would like to see changed?** | storage area in back could use way to stabilize grocery bags from dumping over |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Entertainment/Navigation System/Connectivity.<br>Engine.<br>Brake System. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Media | |
|---|---|
| **Media** | Radio. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | i phone 5 |

| Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges> | |
|---|---|
| **What best describes the engine drivability trouble? (check all that apply):** | at low speeds engine feels luggish<br>at low speeds engine feels luggish |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges> | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |

| Features/Controls/Displays>Features and Controls>Wipers and washers> | |
|---|---|
| **Wipers and washers** | Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Wipers and washers. |

| Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Controls too small.<br>Controls are not easy to reach.<br>Poor labeling of controls. |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Radio band/mode selection controls.<br>Power on/off, volume dial.<br>see above |
| **Please indicate which of the following best describes your concern (check all that apply):** | would be better on front of steering wheel |

| Engine>Engine Driveability (stumbles/hesitates/surges)> | |
|---|---|
| **Engine Driveability (stumbles/hesitates/surges)** | Engine stumbles/hesitates/surges. |

| Features/Controls/Displays>Features and Controls>Wipers and washers>Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location> | |
|---|---|
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much attention (must take eyes off the road) to operate. |
| **Please indicate which feature's controls are in a poor location (check all that apply):** | Windshield wipers. |
| **Please indicate which feature's controls are difficult to understand/use (check all that apply):** | not intutive |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG8EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/20/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6009411308 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K015461466 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 254946421 | ***Report Version*** | 3 | ***Open Date*** | 03/30/2014 |
| ***Close Date*** | 04/09/2014 | ***Narrative Date*** | 04/14/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| **Continuous Quality Insight** | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBM0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 10/05/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C066303729 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M214301817 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 257119659 | ***Report Version*** | 2 | ***Open Date*** | 05/07/2014 |
| ***Close Date*** | 05/07/2014 | ***Narrative Date*** | 05/09/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Rain sensing wipers are broken/not working properly

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate what type of trouble was experienced with the rain sensing wipers (check all that apply):** | sometimes the rain sensing works, other times it does not. I've even had the wipers come in when there was no rain. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### Other>

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe the other trouble you experienced:** | Collision Avoidance/Alert System does not work properly, I have had my Jeep in for service three times for a FCW |
| **Please describe conditions when this trouble occurs:** | The last time I was on the freeway with no other traffic doing 70 mph when the warning came on. |

### Headlight wipers/washers broken/not working properly

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Auto wipers don't always sense when it's raining. |

### Features/Controls/Displays>Features and Controls>

| | |
|---|---|
| **Features and Controls** | Garage door opener.<br>Wipers and washers. |

### About You

| | |
|---|---|
| **Please tell us about the vehicle you replaced (if applicable)** | 2014.<br>Replaced Vehicle: Purchased New.<br>Jeep.<br>Grand Cherokee. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>Jetta.<br>Volkswagen. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle in your household:** | 2014.<br>Jeep.<br>Grand Cherokee. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Please indicate your gender** | [redacted] |
| **What is your primary language?** | English. |
| **What price did you pay for your vehicle?** | 41000 |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | I didn't consider a secondary vehicle. I wanted the Grand Cherokee Diesel |
| **What year were you born?** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **What is your current marital status?** | [redacted] |

| About You | |
|---|---|
| **Please indicate your highest education level** | 4 year college degree. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your ethnicity** | [redacted] |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | I like the Grand Cherokee. This is my second one....they're are nice vehicles. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |

| Welcome> | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 9[redacted] |

| Vehicle Satisfaction Ratings | |
|---|---|
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **What are your favorite parts of your new vehicle?** | It's comfortable and I really like the diesel engine. |
| **Ease of using system displays while driving** | 2. |
| **Clarity of sound** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Integration with phones** | 5. |
| **Support for popular music/video formats** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 5. |
| **Appearance of exterior paint** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Vehicle storage and space usage** | 5. |
| **Fuel economy and driving range** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Location and usefulness of interior lighting** | 5. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Other.<br>Features/Controls/Displays.<br>Brake System. |

| Features/Controls/Displays>Displays and Instruments>Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.>Controls/Display are confusing or difficult to operate> | |
|---|---|
| **Please select all that applies:** | There is no real order to the display. There should be something for the trip to reset the time counter or remove the time counter from that section. It's annoying and doesn't really matter. Average mpg and mileage for the trip is enough. |

| Detail on High Rated Items | |
|---|---|
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | The connection with my Driod is really fast. |
| **You rated integration with media players High. Use this space to provide any specific comments you would like to share.** | Easy access to several types of media. |
| **You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.** | The accuracy is high, but the system is really slow when you first select navigation. Also, it won't let you add destinations when driving....even if the passenger is the one making the changes. Very inconvenient. |
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | Good to have many choices for multimedia |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | Nice styling |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | I like the shine. |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | The front style looks good |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | Again, the vehicle looks sharp |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | All around, the Jeep looks nice |
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | I like the rims. I also like that they are not totally shiny, it help hide the brake dust between washes. |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | I love the headlights and how they adjust. |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | Comfortable for four adults |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | the diesel engine has a lot of power. |

| Garage door opener works properly, but is difficult to understand/use; controls in a poor location | |
|---|---|
| **Please describe the trouble you experienced:** | Garage door instructions are difficult to understand. It took several tries to get the garage doors to load. |
| **Please indicate if your garage door opener is:** | Factory installed. |

| Features/Controls/Displays>Features and Controls>Wipers and washers> | |
|---|---|
| **Wipers and washers** | Rain sensing wipers are broken/not working properly.<br>Headlight wipers/washers broken/not working properly. |

| Garage door opener | |
|---|---|
| **Garage door opener** | Garage door opener works properly, but is difficult to understand/use; controls in a poor location. |

| Features/Controls/Displays>Displays and Instruments>Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.> | |
|---|---|
| **Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.** | Controls/Display are confusing or difficult to operate. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM3EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/24/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C037301415 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M282320832 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 257481563 | ***Report Version*** | 1 | ***Open Date*** | 05/02/2014 |
| ***Close Date*** | 05/02/2014 | ***Narrative Date*** | 05/13/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **What is your attitude overall towards your new car?** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Integration with phones** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Head/leg/foot room** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine sound** | 4. |
| **Engine exhaust sound** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Brake responsiveness/effort** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Ride quality** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Support for popular music/video formats** | 3. |
| **Fuel economy and driving range** | 3. |
| **Ease of using system displays while driving** | 3. |

### Features/Controls/Displays>Features and Controls>

| | |
|---|---|
| **Features and Controls** | Active Suspension System.<br>Adjustable Height Control. |

| Features/Controls/Displays>Displays and Instruments>Speedometer/Tachometer works properly, but difficult to understand/use; displays in a poor location> | |
|---|---|
| **Please indicate why the speedometer/tachometer controls/displays are difficult to understand/use; are in a poor location (check all that apply):** | Controls/displays require too much attention to understand (must take eyes off the road for an excessive time). |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Overview | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | Its a nice car |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Active suspension system works but is difficult to understand/use | |
|---|---|
| **Additional Comments:** | Operating manual does not adequately explain how to use the instrumentation. |

| Adjustable height control works, but is difficult to understand/use | |
|---|---|
| **Please describe the trouble experienced with the adjustable height controls:** | not discussed in the owners manual |
| **Additional Comments:** | Height adjustment controls not clearly addressed in the owners manual |

| About You | |
|---|---|
| **What price did you pay for your vehicle?** | a lot |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | No. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Other. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Speedometer/Tachometer works properly, but difficult to understand/use; displays in a poor location.<br>Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.. |

| Adjustable Height Control | |
|---|---|
| **Adjustable Height Control** | Adjustable height control works, but is difficult to understand/use. |

| Features/Controls/Displays>Displays and Instruments>Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.> | |
|---|---|
| **Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.** | Controls/displays require too much attention (must take eyes off the road) to operate. |

| Active Suspension System | |
|---|---|
| **Active Suspension System** | Active suspension system works but is difficult to understand/use. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT5EC[redacted] | **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| **Built Date** | 11/27/2013 | **Market** | U | US | **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| **Engine** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | **Serial#** | 6280311282 | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | **Serial#** | M272351043 | |
| **Color** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 257906795 | **Report Version** | 1 | **Open Date** | 05/18/2014 |
| **Close Date** | 05/18/2014 | **Narrative Date** | 05/19/2014 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

### Welcome>

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 5,000-6,999. |

### About You

| | |
|---|---|
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your highest education level** | DVM |
| **How may children 17 or under live in your household?** | 0. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>2011.<br>Patriot.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>2014.<br>Grand Cherokee.<br>Jeep. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **What price did you pay for your vehicle?** | 47000 |
| **Please indicate your gender** | [redacted]e. |
| **Primary vehicle you were considering:** | 2014.<br>Dodge.<br>Journey.<br>Primary Considered Vehicle: New. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **What year were you born?** | [redacted] |
| **Please indicate your ethnicity** | [redacted]n. |
| **What is your total household income (before taxes)?** | $60,000 - $79,999. |
| **What is your primary language?** | English. |
| **What is your current marital status?** | [redacted]. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Integration with phones** | 5. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ride quality** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Adaptive cruise control occasionally falsely warns me to apply brakes when there's no obstacles. I think that it's a great feature, but has some "bugs" to work out. Fuel economy still needs improvement. The vehicle should lower itself a little more for ease of entry and exit. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Interior noise level while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Ease of getting into and out of vehicle** | 3. |
| **Fuel economy and driving range** | 3. |
| **Brake responsiveness/effort** | 5. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | Love the heated seats and steering wheel; lots of cargo space; sun roof; radio/media player and hands free phone controls; very quiet and comfortable ride; |

| No Concerns> | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Adaptive cruise control kept turning itself off. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Please explain further about your choice to recommend your vehicle:** | Smooth ride, plenty of room for pets and family. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/15/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6343310863 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M305362788 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 257906401 | ***Report Version*** | 1 | ***Open Date*** | 05/08/2014 |
| ***Close Date*** | 05/18/2014 | ***Narrative Date*** | 05/19/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | The Brakes |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Seats.<br>Transmission and Drivetrain.<br>Brake System. |

### Welcome>

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

### Transmission and Drivetrain>Automatic Transmission>

| | |
|---|---|
| **Automatic Transmission** | Shifting paddles/buttons difficult to operate. |

### Seats>Adjustments and Controls>Head restraint adjustment controls are difficult to understand/use>

| | |
|---|---|
| **Additional Comments:** | Would like a little more head room |
| **Please indicate which of the following best describes your concern (check all that apply):** | The app's |
| **Please indicate which seat's head restraint controls are difficult to understand/use (check all that apply):** | not low enough |

### Height adjustment controls are difficult to understand/use

| | |
|---|---|
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | Operation of key fob is confusing/doesn't make sense. |

### Seats>Adjustments and Controls>

| | |
|---|---|
| **Adjustments and Controls** | Height adjustment controls are difficult to understand/use.<br>Head restraint adjustment controls are difficult to understand/use. |

### Contact Me>

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT5EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/20/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6016410540 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M014485222 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 257906528 | ***Report Version*** | 1 | ***Open Date*** | 05/08/2014 |
| ***Close Date*** | 05/18/2014 | ***Narrative Date*** | 05/19/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | No. |

### No Concerns>

| | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | Awesome vehicle |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Sun roof |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

### What Can We Do Better?>

| | |
|---|---|
| **Feedback/Concerns:** | No DVD in the jeep summit. Should put one in |
| **What has Chrysler done right?** | Rides great. Just an awesome jeep overall. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Vehicle storage and space usage** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine exhaust sound** | 5. |
| **Fuel economy and driving range** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Head/leg/foot room** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **What are your favorite parts of your new vehicle?** | Comfort |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Navigation system route accuracy** | 5. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | Need DVD |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 5. |
| **Support for popular music/video formats** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What is your attitude overall towards your new car?** | 5. |

| Detail on High Rated Items | |
|---|---|
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | Excellent |
| **You rated integration with media players High. Use this space to provide any specific comments you would like to share.** | Excellent |
| **You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.** | Excellent |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | Excellent |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | Excellent |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | Excellent |
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | Need DVD |
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | Excellent |
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | Excellent |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | Excellent |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | Excellent |
| **You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.** | Excellent |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | Excellent |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | Excellent |
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | Excellent |
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | Nice! |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | Excellent |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | Excellent |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | Excellent |

| Contact Me> | |
|---|---|
| | No. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Should have a dvd |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT4E[redacted]1 | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/28/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6028410954 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M022489467 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 258230769 | ***Report Version*** | 3 | ***Open Date*** | 05/11/2014 |
| ***Close Date*** | 05/21/2014 | ***Narrative Date*** | 05/26/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT4E[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/01/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6197310877 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M199396878 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted]0 | ***System Key*** | 258651785 | ***Report Version*** | 1 | ***Open Date*** | 05/27/2014 |
| ***Close Date*** | 05/27/2014 | ***Narrative Date*** | 05/28/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Interior Climate Control.<br>Seats.<br>Brake System.<br>Entertainment/Navigation System/Connectivity.<br>Off-Road.<br>Features/Controls/Displays.<br>Interior Trim/Storage/Windows.<br>Steering, Handling, and Ride.<br>Transmission and Drivetrain.<br>Vehicle Exterior. |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Overview

| | |
|---|---|
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Locking the vehicle if you forgot. Ok. Turning on the car in cold weather. ok. What about telling me when it is getting broken into or stolen? What about telling me about when I need service or something is wrong? |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 2 (dissatisfied). |
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | Why is the online store through the uconnect so empty. I think I could only find yelp. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 1 (strongly disagree). |
| **Please explain further about your choice to recommend your vehicle:** | I have been driving Jeeps for 30 years. You have come a long way on improvements. This is the best jeep I have ever owned. But you have some things you need to fix. I worry about the new owners messing it up. |

### About You

| | |
|---|---|
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **What is your primary language?** | English. |

| About You | |
|---|---|
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **Please indicate your ethnicity** | [redacted] |
| **Primary vehicle you were considering:** | Mercedes-Benz.<br>Primary Considered Vehicle: New.<br>300 Series. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Previous experience with the vehicle/brand.<br>Vehicle test drive.<br>Manufacturer?s website. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your highest education level** | Graduate degree. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | If you had all the features of the mercedes and closer quality, I would pay more for the Jeep and stay with it all the time. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 55000 |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | If you are talking like a local dealer, I have a good one and we are covered. If you are talking like product developers and engineers, give me a call. |

| Vehicle Exterior>Lights> | |
|---|---|
| **Lights** | Adaptive front lighting system broken/not working.<br>Automatic high-beam headlights broken/not working.<br>Fog/water/condensation in exterior light lenses. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Clock works properly, but is difficult to understand/use; controls/displays are in a poor location.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Media | |
|---|---|
| **Media** | USB Connection.<br>SD. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers have poor sound quality. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work.<br>Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Navigation system works, but traffic information doesn?t work / or is difficult to understand.<br>Points of Interest incorrect. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth> | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.<br>Hands-Free Phone / Bluetooth system is difficult to use.<br>Hands-Free Phone / Bluetooth system phonebook does not work correctly. |

| Seats>Adjustments and Controls> | |
|---|---|
| **Adjustments and Controls** | Head restraint adjuster is broken/not working.<br>Memory Seat controls are difficult to understand/use; in a poor location.<br>Head restraint adjustment controls are difficult to understand/use. |

| Interior Climate Control>Operation and Performance> | |
|---|---|
| **Operation and Performance** | Air conditioner takes too long to get cold. |

| Interior Climate Control>Operation and Performance> | |
|---|---|
| | Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located. |
| | Fan/blower makes excessive noise. |

| Engine>Engine Driveability (stumbles/hesitates/surges)> | |
|---|---|
| **Engine Driveability (stumbles/hesitates/surges)** | Engine stumbles/hesitates/surges. |

| Vehicle Exterior>Exterior Appearance/Paint:>Exterior moldings/trim pieces loose/misaligned/falling off> | |
|---|---|
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | The is not enough glue or something to hold the corner on. It will tear off in the car wash. Also, there are no mudflaps for the summit version.....please fix. |
| | Same issue as driver side. |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is loose. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |

| Adaptive front lighting system broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | The automatic highbeam does not come on soon enough to be practical. It stays off most of the time. Totally wasted feature. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Vehicle Exterior>Lights>Fog/water/condensation in exterior light lenses> | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):** | Been told that is the way it is. |
| | Passenger's side headlight. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Does it when the headlights are turned on and stay awhile. The area around the blinker never fully clears. |

| Vehicle Exterior>Fuel filler door/cap>Fuel cap difficult to open/close> | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe conditions when this trouble occurs:** | All the time |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to close. |
| | I hate not having a fuel cap. In dusty conditions dirt from the little drain hole gets in the cap area. Please go back to a cap for an off road vehicle. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Features/Controls/Displays>Features and Controls>Light switches/controls> | |
|---|---|
| **Light switches/controls** | Exterior light controls work properly, but difficult to understand/use; in a poor location. |

| Features/Controls/Displays>Displays and Instruments>Clock works properly, but is difficult to understand/use; controls/displays are in a poor location> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location. |
| **Additional Comments:** | I have to search to find it. Part of the issue is so much information is on the displays versus maybe having the clock somewhere else. |

| USB Connection | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Other (please describe). |
| | Device does not stay connected. |
| | Insufficient room for consumer device. |
| **Where is the location of the media port?** | Center console. |
| **Please indicate if you are able to do either of the following (check all that apply):** | Play audio. |
| | Charge devices. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Speakers have poor sound quality | |
|---|---|
| **Please indicate which media sources were being played (check all that apply):** | AUX. |
| | CD. |

| Speakers have poor sound quality | |
|---|---|
| | Satellite Radio. |
| | SD. |
| | AM. |
| | Bluetooth Streaming. |
| | FM. |
| | USB Drive. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which speaker has trouble (check all that apply):** | All speakers in the vehicle. |
| | The vehicle produces a muffled sound. It is not clear and crisp. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Additional Comments:** | I think this is a harmon/kardon system? I have harmon in my other cars and it does not sound this bad in those cars. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system freezes-up/will not work> | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Additional Comments:** | Has happened 2-3 times in less than a year. Sometimes I have to leave the car off for a few hours for it to reset. Recently the navigation quit responding at all and after 5-10 minutes the screen went out and then came back working like it rebooted itself. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Navigation system gives wrong directions. |
| | Navigation system is missing information. |
| | Navigation system has incorrect information. |
| **Please indicate which navigation system item has trouble (check all that apply):** | Map contains incorrect information. |
| | Map is missing information. |
| | Navigation system provides wrong directions. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Please indicate which words, if any, are constantly misrecognized:** | FInding most locations. Does work better if vehicle is stopped. When it cant find the exact number of the house or the street, it dumps you totally versus at least getting you to the middle of the town. In some cases when you type the address in, it does have it that way buy not on the vocal system. When it does dump you, it says something about invalid address and does not tell you what. |
| **Please describe when this trouble occurs:** | When stating a name. |
| | When there is outside noise or the blower is on. |
| | When entering a number. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system is difficult to use> | |
|---|---|
| **Please indicate why the hands-free phone / bluetooth system is difficult to use:** | Voice commands are not recognized correctly. |
| | Setup (pairing) instructions are difficult to understand. |
| | Cannot find proper instruction to use. |
| | Need to wait until voice prompt is finished. |
| **Please indicate which system commands you were using at the time of trouble (check all that apply):** | Navigation. |
| | Phone calls. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Recognition feature does not have enough functions available> | |
|---|---|
| **Please describe additional functions you would like to have:** | In my acura since 2006 you could basically talk to the interface and it could do everything including setting the climate controls, phone, radio, etc. This one does not do that. Your systems is not working like acura, ford, mercedes and garmin that I have used for years. This means you are expecting a different assumed intuition than the others have built into our expectations. I really think we need to walk through some use cases so you can see the issues. |

| Seats>Adjustments and Controls>Head restraint adjuster is broken/not working> | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Seats>Adjustments and Controls>Head restraint adjuster is broken/not working> | |
|---|---|
| **Please indicate which seat head restraint has trouble (check all that apply):** | Driver's seat.<br>Front passenger seat. |
| **Please describe conditions when this trouble occurs:** | You make it sound like there is something that automatically adjusts them? |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Interior Climate Control>Operation and Performance>Air conditioner takes too long to get cold> | |
|---|---|
| **Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):** | Outside temperature over 70? F.<br>Outside temperature over 80? F.<br>All weather conditions.<br>Bright sun.<br>Outside temperature over 90? F. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Additional Comments:** | Fan does not blow out much. Recently it started whirring a lot. The dealer is looking at it as we speak. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Interior Climate Control>Operation and Performance>Fan/blower makes excessive noise> | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Please describe the fan/blower noise (check all that apply):** | Whirring. |
| **Please describe when the fan/blower noise occurs (check all that apply):** | At all fan speeds. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges> | |
|---|---|
| **What best describes the engine drivability trouble? (check all that apply):** | I think the problem is all the gears it goes through. It is in 4-5 by 35 miles per hour. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **What type of fuel do you most often put into your vehicle?** | Plus gasoline. |

| Engine>Engine Fuel consumption>Fuel consumption is worse than expected> | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **What type of fuel do you most often put into your vehicle?** | Plus gasoline. |
| **Please describe conditions when this trouble occurs:** | I am getting about 15 in town and about 20-21 on the freeway. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | Yes. |
| **Where do you do most of your driving?** | Highway/freeway driving (speeds held fairly constant above 45 mph). |
| **Are you using your vehicle for towing when the problem occurs?** | No. |

| Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears> | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Going down an incline.<br>Going up an incline.<br>Normal acceleration.<br>City driving/stop-and-go traffic.<br>Deceleration.<br>If you are going up and down hills, it is better to be in sport mode so you have enough gear and engine speed to avoid sluggness or stepping on the gas and getting hesitation. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | I think the issue is that it has to go through too many gears at first. I could actually use a 9-10 gear at higher freeway speeds to get better gas mileage. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |

| Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)> |
|---|

| Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)> | |
|---|---|
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | This electronic shift gear is not for me. Did it really buy us something having it? I regularly go in the wrong gear especially when backing out or in a tight spot. Sometimes it is not always in park when I stop and think it is. This is not safe.<br>Drive (D).<br>Reverse (R).<br>Neutral (N).<br>Park (P). |
| **Why is the gear selector difficult to operate?** | Symbols/words/numbers on gear selector are confusing/don't make sense. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | You cant feel which gear you are in. You have to check the dash to make sure it is in the right gear including park. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Features/Controls/Displays>Features and Controls>Light switches/controls>Exterior light controls work properly, but difficult to understand/use; in a poor location> | |
|---|---|
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much attention (must take eyes off the road) to operate.<br>Symbols/words/numbers on key fob are confusing/don't make sense.<br>Operation of key fob is confusing/doesn't make sense.<br>Sound like you know the problem already.<br>Controls require too much effort/force to operate. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use.<br>Difficult to understand.<br>They are hidden behind the steering wheel and require you to really take you eyes off the road to see them. Then on is not clearly marked. You end up spinning through all options to figure out what is what. |
| **Please indicate which exterior light feature's controls are difficult to understand/use; are in a poor location (check all that apply):** | What is this?<br>Headlight/parking light switch. |

| Memory Seat controls are difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use.<br>Your leg hits the number 2 setting all the time. Why wasnt this and the other seat settings put up on the door where you can easily see them and adjust them like a ford and mercedes? |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Location and usefulness of interior lighting** | 5. |
| **Fuel economy and driving range** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | The design of the human interface with the modern controls |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Integration with media players** | 4. |
| **Support for popular music/video formats** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine sound** | 5. |
| **Transmission gear change performance (smoothness)** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Interior noise level while driving** | 5. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | You kept the true Jeep off road capability. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Integration with phones** | 4. |
| **Appearance of exterior paint** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine performance during acceleration** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |

| Detail on High Rated Items | |
|---|---|
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | Nice job and I love the color. Some of the design points are not practical for off road...bumper hang downs and wheels. |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | You need to take out the center depression on the hood. Water and dirt flows and attracts there. It will be the first place the paint starts to go. Dont have valleys on the horizontal surfaces. Thank you for keeping the jeep grill look. The lighting system is better than you can find on almost any car. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Headlight system. |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | In sun light, sometimes it looks like it was sprayed on versus deep quality. |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | I wish I had the opportunity to drive the diesel version. |

| Active suspension system is broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Please describe the trouble experienced with the active suspension system:** | At the highest level it makes sounds when it goes over something like it is straining or about to break. Also, the vehicle does not feel solid that high. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Uconnect Store.<br>Assist Button.<br>Remote Features. |

| Assist Button | |
|---|---|
| **Assist Button** | Assist button works but is difficult to understand/use. |

| Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Audio controls (bass, treble, fade, balance, etc.).<br>Navigation system controls.<br>Radio channel preset buttons.<br>Radio band/mode selection controls.<br>Forward/reverse controls.<br>Power on/off, volume dial.<br>Seek/scan/program/repeat/random/auto memory controls.<br>Track up/down controls.<br>Tuner control. |
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Difficult to find feature in menu. |

| Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| | Operation of key fob is confusing/doesn't make sense. |
| | Controls are not easy to reach. |
| | Poor labeling of controls. |
| | Symbols/words/numbers on key fob are confusing/don't make sense. |
| | Controls require too much attention (must take eyes off the road) to operate. |
| | Symbols and language used are difficult to understand. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| | When you look at all the choices it is confusing especially when some are on manual knobs and some in the menus. Until you memorize the menus it is rough getting things right. The SD card did not work until the dealer took it back. |
| | Poor location. |
| **Additional Comments:** | I have designed systems for 30+ years. Can I recommend that you design the interface using a user interface lab where you have different types of people in real world scenarios(use cases) trying to get something done. You need to have things more logically at the right place and in the right flow. The seat adjustment for different drivers is positioned so your leg hits it. This means the current setting are usually stored in 2 and 2 is overriden. Why couldnt the seat controls be up on the door like on a ford and mercury instead of reaching down the side. |

| Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate why the front screen is difficult to understand/use (check all that apply):** | Picture not sharp or clear. |
| | Display too small. |
| | Other (please describe). |
| **Additional Comments:** | Look at a mercedes interface. You can work most of the map by spinning a wheel and clicking on it. Yours requires too much looking and touching the screen. I have had two situations where the screen stops working, their is no sound in the car, etc. I have to let the car sit overnight to get working again. Scary and very frustrating when you needed the map. There are reliability issues with your unit. |

| Hard controls/menus: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe the other trouble you experienced:** | When you raise the suspension to the highest level...off road 2...I think the system is stretched too far since the car makes sounds when it goes over things, the vehicle wobbles more, etc.... |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |
| | Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location. |

| Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location. |
| | Difficult to understand. |
| | Difficult to use. |
| **Additional Comments:** | I think this question is a duplicate to what I have already answered. |

| Hands-Free Phone / Bluetooth system phonebook does not work correctly | |
|---|---|
| **Additional Comments:** | I have read and looked at all the materials. Not everything is listed and explained somewhere. I guess it was supposed to be inutitive. |
| **Did you refer to the voice tutorial, phone tutorial and voice training when experiencing hands-free phone/Bluetooth system issues?** | I did not receive any of the materials. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **How many contacts do you have in your phone?** | 25-499. |

| Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located | |
|---|---|
| **Additional Comments:** | The automatic air conditioning when set to LO is less powerful than when you manually turn up the switch and max air settings. This vehicle puts out the least amount of air flow I have ever had in a vehicle when turned all the way up. Not good for Texas weather. |
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| | Mode control (vent, heat, defrost, etc.). |

| Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located | |
|---|---|
| **Please indicate which heating, ventilation and air conditioning controls are difficult to understand/use; are in a poor location (check all that apply):** | |

| Off-Road Features and Functions | |
|---|---|
| **Off-Road Features and Functions** | Issues with noise or vibration during difficult driving conditions. |
| | Issues with vehicle ground clearance. |
| | Issues with wheels and tires in off-road conditions. |

| Issues with vehicle ground clearance | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble occurs under these surface conditions (check all that apply):** | Uphill. |
| | Bumpy or uneven surface. |
| | Downhill. |
| **Additional Comments:** | Do we really need the gray section of the bumpers. It messes up the approach and decline angles of the vehicle. I dont feel the vehicle works right in off road 2, but still all the extra length on the bumper looks good but is not really practical off road. |
| **Please indicate on what surfaces you are experiencing issues. (check all that apply)** | Dirt/gravel roads. |
| | rocks/inclines/boulders/very rough terrain. |
| | Mud/ruts. |
| **Please indicate the nature of the issue you are experiencing. (check all that apply):** | The ground clearance at the rear of the vehicle is an issue. |
| | The ground clearance at the front of the vehicle is an issue. |

| Issues with wheels and tires in off-road conditions | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate the nature of the issue you are experiencing. (check all that apply):** | The tires are too susceptible to punctures on off-road surfaces. |
| | The tire sidewall is to small causing it to get pinched on rocks. The rim is supported on the outside to the wheel instead of in the middle making it weaker and subject to cracking off on the edge. |
| | There is no ability to continue driving with a puncture. |
| | The tires are too susceptible to damage on off-road surfaces. |
| | The wheel rims are too susceptible to collecting debris when driving on off-road surfaces. |
| | The wheel rims are too susceptible to damage when driving on off-road surfaces. |
| **Please indicate on what surfaces you are experiencing issues. (check all that apply)** | Dirt/gravel roads. |
| | Mud/ruts. |
| | rocks/inclines/boulders/very rough terrain. |

| Issues with noise or vibration during difficult driving conditions | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| | Sideslope. |
| | Bumpy or uneven surface. |
| | Downhill. |
| | Uphill. |
| **Please indicate what is causing the issue (select all that apply)** | Air suspension. |
| | Suspension creak, groan or squeak. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate on what surfaces you are experiencing issues. (check all that apply)** | Dirt/gravel roads. |
| | Mud/ruts. |
| | rocks/inclines/boulders/very rough terrain. |
| **Trouble occurs at these speeds. (check all that apply):** | When driving at low speeds (11-20 MPH). |
| | When driving at very low speeds (0-10 MPH). |

| Alarm/anti-theft system is broken/not working | |
|---|---|
| **Please indicate if your alarm/anti-theft system is:** | Factory/dealer installed. |
| **Additional Comments:** | How would I know if it is working properly? |

| Via Mobile broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Are there multiple users on this account?** | No. |
| **Please describe the trouble you experienced:** | |

| Via Mobile broken/not working | |
|---|---|
| | None of these are in the store or on the system even though the dealer said they should be. |
| **Please indicate which feature(s) of Via Mobile are broken/not working (check all that apply):** | Aha. |
| | iHeartRadio. |
| | Pandora. |
| | Slacker. |
| **Did you receive a pop-up message?** | No. |

| Vehicle Exterior>Exterior Appearance/Paint:> | |
|---|---|
| **Exterior Appearance/Paint:** | Paint blemish/dirt in paint/foreign material under surface. |
| | Wheels were chipped/scratched/damaged at delivery. |
| | Exterior moldings/trim pieces loose/misaligned/falling off. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Alarm/anti-theft system. |
| | Light switches/controls. |
| | Voice Activiation System. |
| | Active Suspension System. |

| Interior Trim/Storage/Windows>Abnormal Noises> | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from sun visor/vanity mirror. |

| Engine>Engine Fuel consumption> | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Vehicle Exterior>Exterior Appearance/Paint:>Wheels were chipped/scratched/damaged at delivery> | |
|---|---|
| **Additional Comments:** | Can these tires and rims really handle 4 wheel driving off road? I dont dare try with them. |
| **Please indicate which wheels were damaged (check all that apply):** | Small chip in aluminum wheel |

| Vehicle Exterior>Exterior Appearance/Paint:>Paint blemish/dirt in paint/foreign material under surface> | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate the location of the paint issue (check all that apply):** | looks like a spec of sand caught under the paint. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Please describe when this trouble occurs:** | When entering information. |
| | When stating a name. |
| | When other people in the car are talking. |
| | When there is outside noise or the blower is on. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Seats>Adjustments and Controls>Head restraint adjustment controls are difficult to understand/use> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Are there any? Are you calling the pushing up and down and a little clamp the controls? |

| Features/Controls/Displays>Features and Controls>Voice Activiation System>Voice Activation System works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):** | Navigation. |
| | Audio. |
| | Phone. |
| **Please indicate why the Voice Actication System controls are difficult to understand/use; are in a poor location (check all that apply):** | Operation of key fob is confusing/doesn't make sense. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Active Suspension System | |
|---|---|
| **Active Suspension System** | Active suspension system is broken/not working. |

| Remote Features | |
|---|---|
| **Remote Features** | Remote vehicle start is broken/not working. |

| Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate why the front screen is difficult to understand/use (check all that apply):** | Picture not sharp or clear.<br>Display too small. |
| **Additional Comments:** | If you really want to see the issues, come out and see them with a real customer. It is hard to explain this way. |

| SD | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Didnt work at first. Required 2 trips to the dealer. |
| **Where is the location of the media port?** | Center console. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Text messaging broken/not working | |
|---|---|
| **Do you have the Uconnect Access free form speech option?** | Yes. |
| **Additional Comments:** | I really was not able to figure it out or get it working so I gave up on this feature and the auto headlamps. |
| **Did this trouble occur after starting the vehicle?** | Yes. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Points of Interest incorrect | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | It misses one that might be just in front of you that has been around for awhile. Also on the freeway you need it to go out 25 miles or so versus just showing within 2 miles. |

| Automatic high-beam headlights broken/not working | |
|---|---|
| **Please indicate the trouble experienced with the automatic high-beam headlights (check all that apply):** | Almost always off. Rarely turns on. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | 4s |
| **If known, please tell us your software version** | latest one available |

| What Can We Do Better?> | |
|---|---|
| **What has Chrysler done right?** | Kept the Jeep brand and style alive versus run it into some kind of durango, truck or minivan. This is a great vehicle, but let's make it better. |
| **Feedback/Concerns:** | I really would like to help you understand the current issues, what others are offering that you compete with (and yes raise your price for) and keep improving this. If you want to meet or have me test your changes, let me know. [redacted] |

| Vehicle Exterior>Fuel filler door/cap> | |
|---|---|
| **Fuel filler door/cap** | Fuel cap difficult to open/close. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition> | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command.<br>Voice Recognition feature does not have enough functions available.<br>Voice Recognition Quick Tips Booklet does not list enough detailed commands.<br>Voice Recognition Quick Tips Booklet is not helpful, or is difficult to use. |

| Interior Climate Control>Controls and Switches> | |
|---|---|
| **Controls and Switches** | Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located. |

| Interior Trim/Storage/Windows>Operation and Functionality> | |
|---|---|
| **Operation and Functionality** | Sun Visor/Vanity Mirror is difficult to use. |

| Transmission and Drivetrain>Automatic Transmission> | |
|---|---|
| **Automatic Transmission** | Gear selector is difficult to operate (auto. trans.).<br>Hesitation or delay when shifting between gears. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Automatic high beams and the driver seat settings switch. |

| Remote vehicle start is broken/not working | |
|---|---|
| **Additional Comments:** | This works fine. I was trying to find a spot to share that what I really want is the ability to know when the vehicle is started, a door opened, lights turned on and the FOB is not in the car...this will tell me it is possibly getting broken into or stolen. |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |

| Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location | |
|---|---|
| **Additional Comments:** | You do not show the upcoming cities. If this is a garmin system, please go back to a real garmin interface. I have to use paper maps still to see upcoming cities and how it has really routed me. It rarely gets the location right when you talk to it. Especially if you are driving. The ability to enter an address is disabled when moving so your passenger cannot enter an address. So, it forces you to stop. This is not as friendly as what a Mercedes or Ford has. You really need to get to a pinch screen since + and - keys are not very accurate and friendly when you are trying to use the map. Again, go back to the standard Garmin interface on the handheld units. When you use the off road trail feature, it goes away if you shut the vehicle off when off road. OH MY, the feature to show you the way back goes away. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging broken/not working. |

| Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located | |
|---|---|
| **Additional Comments:** | This looks like a duplicate questions. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use.<br>Poor location. |
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |

| Alarm/anti-theft system | |
|---|---|
| **Alarm/anti-theft system** | Alarm/anti-theft system is broken/not working. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | I have had problems with it coming on at inappropriate times. When you go up a steep driveway. When someone is turning in front of you and it thinks you are going to hit them. I wish the break system went all the way like the adaptive speed control does. |
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | There are controls to operatie it?<br>Audible indicator sound is not loud enough. |

| Strut problem/shock absorber problem | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Please indicate where the strut/shock problem occurs:** | Rear.<br>Front. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe conditions when this trouble occurs:** | See earlier comments when using them at off road two position. |

| Via Mobile | |
|---|---|
| **Via Mobile** | Via Mobile broken/not working. |

| Hesitation or delay with 4WD controls | |
|---|---|
| **Please indicate when the hesitation/delay occurs (check all that apply):** | I think I just need to use them more and get used to them. |

| Features/Controls/Displays>Features and Controls>Voice Activiation System> | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesnt work/or is difficult to understand> | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | Traffic information displays, but is difficult to read.<br>Traffic information displays, but is inaccurate. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location. |

| Hard Controls/Menu | |
|---|---|
| | Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location.<br>Hard controls/menus: Front Screen Display: Other Concerns.<br>Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Ride | |
|---|---|
| **Ride** | Strut problem/shock absorber problem. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCTXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/07/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6116310938 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M102385691 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 258970084 | ***Report Version*** | 2 | ***Open Date*** | 05/31/2014 |
| ***Close Date*** | 05/31/2014 | ***Narrative Date*** | 06/03/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity. |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Overview

| | |
|---|---|
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | [redacted] Clarksville, TN |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Make the search apps easier to use |
| **Please explain further about your choice to recommend your vehicle:** | This is my 4th Jeep in 11 years and I LOVE Jeeps. This is the first time I have ever had a big issue. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |

### About You

| | |
|---|---|
| **Secondary vehicle in your household:** | 2012.<br>Toyota.<br>Tundra 4WD Truck.<br>Secondary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Consumer Reports ratings.<br>Kelley Blue Book. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Grand Cherokee.<br>Replaced Vehicle: Purchased New.<br>2010. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: New.<br>Explorer.<br>Ford. |

## About You

| | |
|---|---|
| | 2014. |
| **Please indicate your gender** | [redacted]. |
| **What is your current marital status?** | [redacted]. |
| **Primary vehicle you were considering:** | Land Rover.<br>Range Rover.<br>2014.<br>Primary Considered Vehicle: New. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your ethnicity** | [redacted] |
| **What price did you pay for your vehicle?** | 53000.00 |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | I love Jeeps |
| **What is your primary language?** | English. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |
| **Did you purchase or lease your vehicle?** | Purchase. |

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 2. |
| **Clarity of sound** | 4. |
| **Appearance of exterior paint** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Steering wheel adjustment** | 4. |
| **Safety and visibility while driving** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine performance during acceleration** | 4. |
| **Engine sound** | 4. |
| **Engine exhaust sound** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What are your favorite parts of your new vehicle?** | Keyless entry, headlights, seats, rear hatch open/close buttons, spare tire access from inside vehicle |
| **Is there anything about your new vehicle you would like to see changed?** | Visability over the front end, gear shifter, remove carpet from back hatch, protect rear hatch speaker better |
| **Ease of using system displays while driving** | 3. |
| **Integration with phones** | 3. |
| **Integration with media players** | 3. |
| **Navigation system route accuracy** | 3. |
| **Support for popular music/video formats** | 3. |

## Vehicle Satisfaction Ratings

### Radio

| | |
|---|---|
| **Radio** | AM/FM/HD/Satellite radio channels have poor or no reception.<br>Bluetooth streaming audio works, but is difficult to understand/use. |

### Contact Me>

| | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Touch screen freezing up/ becoming inop 9[redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

### What Can We Do Better?>

| | |
|---|---|
| **Feedback/Concerns:** | I have seen on youtube and discussion boards that I am not the only one who has had issue with my touch screen system freezing up. Future research maybe required. |
| **What has Chrysler done right?** | The 2014 Jeeps look and drive great. The comfort feature compare to those of more expensive vehicles such as BMW, Land Rover, Lexus, etc. |

### Detail on High Rated Items

| | |
|---|---|
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | Auto braking before a crash is cool but overly sensitive. I shut it off all the time. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | As nice and loaded as my Jeep is it is still a Jeep. I should be able to load up my five dogs and not have to worry about them cratching the leather center console or destroying the carpet in the rear hatch area. I really dislike carpet in vehicles so I always buy the Weather Tech trays. This new Jeep the carpet on the side walls in the rear hatch can't be covered. I would love to have an option to order my next Jeep without carpet. I feel anything that is 4X4 should have this option because if you can go off road and into the mud you will most like track some of that dirt into the vehicle also. Easy clean-up goes a long way. |

### Bluetooth streaming audio works, but is difficult to understand/use

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | issue resolved |
| **Please indicate which of the following best describes your concern (check all that apply):** | See previous comment |

### Entertainment/Navigation System/Connectivity>

| | |
|---|---|
| **Please tell us your cell phone model** | iPhone |
| **If known, please tell us your software version** | 7.?? |
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Apple. |

### AM/FM/HD/Satellite radio channels have poor or no reception

| | |
|---|---|
| **Additional Comments:** | My touch screen and complete system froze. Nothing would work. No sound, no changing channels, no adjusting anything invovled with the touch screen. I recorded this issue several different times. The dealership had replace the unit. It was a time consuming process. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Media

| | |
|---|---|
| **Media** | Radio. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCMXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/04/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C329312835 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M347377612 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 258970228 | ***Report Version*** | 3 | ***Open Date*** | 06/01/2014 |
| ***Close Date*** | 06/01/2014 | ***Narrative Date*** | 06/04/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Overview

| | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **What information did you need that was not included in the Smartphone Application?** | see above |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | closer location |
| **The Smartphone Application format is easy to understand and use** | 2 (disagree). |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | download and install was easy |
| **Was the trouble resolved to your satisfaction?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Information in the Smartphone Application is easy to find and access** | 2 (disagree). |
| **Smartphone Application covers the necessary features** | 2 (disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 2 (dissatisfied). |
| **Please explain further about your choice to recommend your vehicle:** | The economy and performance of the turbo-diesel is outstanding. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | I downloaded the app, activated it in my Jeep, received the confirmation but the car still showed it wasn't active and I could not figure out why the remote start capability still didn't show up |

### About You

| | |
|---|---|
| **What year were you born?** | [redacted] |
| **What is your current marital status?** | Divorced. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Grand Cherokee.<br>Replaced Vehicle: Purchased New. |
| **Secondary vehicle you were considering:** | 2014.<br>Cadillac.<br>Escalade.<br>Secondary Considered Vehicle: New. |
| **Secondary vehicle in your household:** | Nissan.<br>Secondary Household Vehicle: Purchased New.<br>2013.<br>Altima. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Previous experience with the vehicle/brand.<br>On-Line blogs or forums.<br>Vehicle test drive. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **What price did you pay for your vehicle?** | 54000 |

| About You | |
|---|---|
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Primary vehicle you were considering:** | 2014.<br>Escalade.<br>Cadillac.<br>Primary Considered Vehicle: New. |
| **Primary vehicle in your household:** | 2014.<br>Grand Cherokee.<br>Jeep.<br>Primary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your total household income (before taxes)?** | $125,000 - $149,999. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your highest education level** | Graduate degree. |
| **Please indicate your ethnicity** | [redacted]n. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Cost of features I wanted was within my budget |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Door locks/key fob entry system. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ease of using system displays while driving** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **Location and usefulness of interior lighting** | 4. |
| **Safety and visibility while driving** | 1. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | more features for less money, Ford Escape has more for $25K less, eliminate the limitations of using features when a passenger is present, I'm tired of hearing "that's how it was designed" when pointing out defects, be more responsive to customer complaints |
| **Exterior design and appearance (overall impression)** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Steering wheel adjustment** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Ride quality** | 4. |
| **Clarity of sound** | 4. |
| **Navigation system route accuracy** | 2. |
| **Support for popular music/video formats** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Engine performance during acceleration** | 4. |
| **Engine exhaust sound** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Integration with media players** | 4. |
| **Appearance of exterior paint** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Engine sound** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | Bigger/better entertainment center |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| Detail on High Rated Items | |
|---|---|
| **You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.** | I've owned 6 Grand Cherokees and have had very few major issues |
| **You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.** | It's a car I don't mind showing to others |
| **You rated the value of your new car High. Use this space to provide any specific comments you would like to share.** | Overland is comfortable, classily equipped and performance is high |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | The Jeep brand is much more respected than Dodge or Chrysler |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | Colorado Jeep was the best of 4 dealers in listening to what I wanted, getting me the price I wanted and delivering it trouble free |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | The Style, comfort & technology are among the best, keep it up. |

| Detail on Low Rated Items | |
|---|---|
| **You rated safety and visibility while driving Low. Use this space to provide any specific comments you would like to share.** | Add cameras to mirrors to show the lane next to you when blinker is activated |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | I can't view Sports scores while driving but can look at everything else? Ridiculous. Allow full functionality especially when a passenger is available to operate it. You know when one is present to activate their airbag and detect when their seatbelt is unbuckled. Just dumb!!! |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Features/Controls/Displays.<br>Vehicle Exterior. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | see feedback [redacted] |

| Welcome> | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | 1-I don't like you discontinued the ability to open the rear window. 2-the SSD replaces the built-in hard drive I had in my 2012. It remembers the song it was on but it turns OFF the SHUFFLE everytime the car is restarted. 3-The speed limit notifications are worthless if the data is inaccurate. There needs to be a way to get it corrected. 4-The smell of diesel is overwhelming when stopping. 5-Hold the Unlock button to roll all windows down (like Maxima). 6-Make chrome Mag-Chloride resistant. 7-Needs front proximity detection/camera under 3 mph. 8-Why does the Cherokee have more features than the GRAND? |
| **What has Chrysler done right?** | Ride is smoother, diesel is quieter, stereo sounds great, air suspension makes for a nicer ride |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | A car in front of me was pulling off and my car was jamming on its brakes eventhough there was no danger of running into them. Couldn't locate the disengage quick enough |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM5EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/21/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C302310815 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M019487937 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 260138791 | ***Report Version*** | 2 | ***Open Date*** | 06/11/2014 |
| ***Close Date*** | 06/11/2014 | ***Narrative Date*** | 06/13/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Other.<br>Features/Controls/Displays.<br>Seats.<br>Transmission and Drivetrain.<br>Engine. |

### Entertainment/Navigation System/Connectivity>

| | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please tell us your cell phone model** | iphone 5c |
| **Entertainment/Navigation System/Connectivity** | none |
| **Please choose your cell phone brand** | Apple. |

### Other>

| | |
|---|---|
| **Please describe the other trouble you experienced:** | The delivery process has not been to our expectation. The vehicle didn't come with the items discussed (block heater connection) and we had to pay for items we were told would be there (floor mats). they use the excuse that they didn't realize what the block heater connection was but we still don't have it. In Houston it probably isn't known but in SD it will be requried. The car has gone back in for complaints multiple times and the answer is it probably needs an update. If I'm the beta test for the new Jeep it is a good thing I kept the old one because this one isn't going to stay around much longer if they keep telling me that and I keep losing my weekends to the service department. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Overview

| | |
|---|---|
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Good southern help - tell you what you want to hear but nothing gets done.<br>Very helpful but again they couldn't duplicate the problem after four hours. they did witness it before they were able to start the diagnoses. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Please explain further about your choice to recommend your vehicle:** | Too much going wrong and feeling helpless. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |

### About You

| | |
|---|---|
| **Please tell us about the vehicle you replaced (if applicable)** | 2001. |

| About You | |
|---|---|
| **Primary vehicle you were considering:** | Grand Cherokee.<br>Jeep.<br>Replaced Vehicle: Purchased New.<br>M-Class.<br>Mercedes-Benz.<br>Primary Considered Vehicle: New.<br>2014. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 65 |
| **Is this your first new vehicle ever purchased / leased?** | No. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Sunroof/moonroof controls. |

| Media | |
|---|---|
| **Media** | SD.<br>Radio.<br>USB Connection. |

| Seats>Adjustments and Controls> | |
|---|---|
| **Adjustments and Controls** | Memory Seat controls are difficult to understand/use; in a poor location.<br>Memory Seat controls are broken/not working. |

| Engine>Electronic Engine Controls (Check Engine)> | |
|---|---|
| **Electronic Engine Controls ('Check Engine')** | "Check Engine" light indicated trouble. |

| USB Connection | |
|---|---|
| **Where is the location of the media port?** | Hid in behind the door. Try putting it in to charge while driving. Now that is a trick. |
| **Please describe the trouble you experienced (check all that apply):** | Wish there was one here.<br>Location inconvenient.<br>Insufficient room for consumer device. |
| **Please indicate if you are able to do either of the following (check all that apply):** | Play audio.<br>Charge devices. |
| **Please indicate the make, model, carrier, and software version on the device used (computer, tablet, etc.):** | ipod, iphone |

| Speakers have poor sound quality | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Trouble with speaker occurs:** | At all volume levels. |
| **Please indicate which media sources were being played (check all that apply):** | USB Drive.<br>Bluetooth Streaming.<br>FM. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which speaker has trouble (check all that apply):** | Just doesn't sound right. It does well with road noise and background but you constantly have to adjust it to different music. |

| Seats>Seat Material>Seat material concerns> | |
|---|---|
| **Please describe conditions when this trouble occurs:** | See last entries on seat controls. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Seat material trouble is:** | Other (please describe). |

| Engine>Electronic Engine Controls (Check Engine)>Check Engine light indicated trouble> | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Was the "Check Engine" light your first indication there was trouble?** | Yes. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe conditions when this trouble occurs:** | This is a concern for the slip control light indicator. It has happened multiple times. |
| **Did you also experience an engine performance issue while the "Check Engine" light was on?** | No. |
| **Additional Comments:** | |

| Engine>Electronic Engine Controls (Check Engine)>Check Engine light indicated trouble> | |
|---|---|
| | Nothing found. We took it in and showed the problem however by the time it got in for an appointment the light had gone out. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |

| Engine>Engine exhaust system>Exhaust system troubles> | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **What is the trouble with the exhaust system? (check all that apply):** | consumed a tank of DFT. We're on the second tank of diesel so it may have been delivered empty. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Clarity of sound** | 3. |
| **Ease of using system displays while driving** | 2. |
| **Integration with phones** | 3. |
| **Integration with media players** | 3. |
| **Navigation system route accuracy** | 3. |
| **Support for popular music/video formats** | 2. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Vehicle storage and space usage** | 3. |
| **Head/leg/foot room** | 4. |
| **Interior noise level while driving** | 5. |
| **Location and usefulness of interior lighting** | 3. |
| **Safety and visibility while driving** | 4. |
| **Brake responsiveness/effort** | 3. |
| **What is your attitude overall towards your new car?** | 1. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **Engine performance during acceleration** | 4. |
| **Engine sound** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Appearance of exterior paint** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Ease of getting into and out of vehicle** | 3. |
| **Seat adjustment and comfort** | 4. |
| **Engine exhaust sound** | 4. |
| **Ride quality** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 2. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Climate control operation (function and ease of use)** | 3. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 3. |
| **How do you feel about the durability of your new vehicle?** | 2. |
| **Is there anything about your new vehicle you would like to see changed?** | The experience, a radio off and no more issues. It would have been nice to have had it delivered to the dealer and we put the first miles on it instead of driving it from some location accross town. |

| Registration is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | lost contact before getting codes. Afterthat it was all downhill. They did contact me through email and we tried to get it working again. Not sure if I have it even now. Too many other issues with the jeep to worry about at this time. |
| **Please describe the trouble you experienced (check all that apply):** | Registration process takes too long. |

| Registration is difficult to understand/use | |
|---|---|
| | Setup was confusing. |
| **Did you receive the registration email?** | Yes. |
| **Plese indicate which registration method you attempted (check all that apply):** | see above |

| Owner Connect Website | |
|---|---|
| **Owner Connect Website** | Owner connect website dashboard is difficult to understand/use. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location.<br>Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Operation of key fob is confusing/doesn't make sense.<br>Difficult to find feature in menu.<br>Controls require too much attention (must take eyes off the road) to operate. |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | changing avoidances to get around road conditions is a true effort. Envariably I jump to something unwanted and then end up deleting everything. I tend to use my phone instead.<br>The radio off control is non-existent. This is totally wrong and I should never have to be chanign the volume to get the damn thing to turn off! |
| **Please indicate which of the following best describes your concern (check all that apply):** | Same issue as above - selecting wrong button and changing everything. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.<br>Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location. |

| Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | No on/off!!!! I don't want to adjust volume everytime I get in the car. |
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Controls are not sensitive enough.<br>Only when you press the worng one. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate why the front screen is difficult to understand/use (check all that apply):** | too much info on some screens, especially set up screens for navigation. |

| Bluetooth streaming audio works, but is difficult to understand/use | |
|---|---|
| **Please describe conditions when this trouble occurs:** | You know - I don't really use it that often and it may just be me. |
| **Please indicate which of the following best describes your concern (check all that apply):** | controls difficult. use the phone and it goes crazy to get back to the menu. |

| SD | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Location inconvenient. |
| **Where is the location of the media port?** | Center console. |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | difficult to navigate - and although you shouldn't do it while driving the passenger should be able to. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Just because it tells me to brake it shouldn't do it. It nearly got me hit when it thought the guy turning right wasn't clear of me and braked, causing the guy behind me to get more than excited. |
| **Additional Comments:** | Cruise control has had a problem with the ACC/FCW not functioning and won't work. It has been in to the shop but nothing shows as wrong. It is and may be tied to the burning smeel it had when we first got it. There is a |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| | difference between burning wire and burning grease. I pay attention to the wire but Jeep didn't bother. |

| Welcome> | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition> | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Transmission and Drivetrain>Automatic Transmission> | |
|---|---|
| **Automatic Transmission** | Shifting paddles/buttons difficult to operate. |

| Fuel gauge/low fuel warning light work properly, but difficult to understand/use; displays are in a poor location | |
|---|---|
| **Please indicate why the fuel gauge/low fuel warning light controls/displays are difficult to understand/use; are in a poor location (check all that apply):** | See above on DFT. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Why doesn't a very expensive very automated car not be able to give me the DFT levels. My 62 Volkswagon used to have a gas gauge that worked that way. But then it was a cheap car.<br>DFT lvele needs to be more than "out" |

| Sunroof/moonroof works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Sunroof/Moonroof. |
| **Please indicate which of the following best describes your concern (check all that apply):** | auto open doesn't seem to engage. you have to fiddle with it to get the moonroof open. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | We have a 14 year old Jeep which we truly enjoy. You couldn't get it from us. The new car hopefully will work out to be the same, but it is off to a very rocky start. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location.<br>Fuel gauge/low fuel warning light work properly, but difficult to understand/use; displays are in a poor location. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers have poor sound quality. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth> | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system phonebook does not work correctly.<br>Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Wifi Hot Spot Connection | |
|---|---|
| **Wifi Hot Spot Connection** | Wifi Hot Spot Connection has intermittent connection. |

| Seats>Seat Material> | |
|---|---|
| **Seat Material** | Seat material concerns.<br>Seat material soils/scuffs easily. |

| Radio | |
|---|---|
| **Radio** | AM/FM/HD/Satellite radio channels have poor or no reception.<br>Bluetooth streaming audio works, but is difficult to understand/use. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Owner Connect Website.<br>Registration. |

| Owner connect website dashboard is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | We had dealer go through set up but that wasn't enough |

| Hands-Free Phone / Bluetooth system phonebook does not work correctly | |
|---|---|
| **Additional Comments:** | Again, I don't use it enough to really find out how to use it. |
| **How many contacts do you have in your phone?** | 25-499. |

| Seat material soils/scuffs easily | |
|---|---|
| **Please indicate the trouble you experienced with the seat material (check all that apply):** | Black is not always beautiful. Also white stiching on dash is reflective and distracting during driving.<br>Our old Jeep had the suede inserts. They were much more comfortable than the leather being used now. and wore better. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Difficulty accessing Points of Interest. |

| Engine>Engine exhaust system> | |
|---|---|
| **Engine exhaust system** | Exhaust system troubles. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Please indicate which words, if any, are constantly misrecognized:** | It just doens;t like me. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | Sounds just like a response from the machine. Lots of tips. |

| AM/FM/HD/Satellite radio channels have poor or no reception | |
|---|---|
| **Additional Comments:** | I want an "OFF" control. I don't want to have to clear the am, fm or aux. And I haven't found the satellite channels. |

| Memory Seat controls are difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Tehy don't retain the settings. |

| Registration | |
|---|---|
| **Registration** | Registration is difficult to understand/use. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 12/18/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6332311755 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M307363355 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 261360736 | ***Report Version*** | 2 | ***Open Date*** | 06/21/2014 |
| ***Close Date*** | 06/21/2014 | ***Narrative Date*** | 06/24/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Other. |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Navigation system route accuracy** | 3. |
| **Ease of getting into and out of vehicle** | 3. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| Integration with media players | 4. |
| Support for popular music/video formats | 2. |
| Appearance of exterior paint | 2. |
| Interior comfort, design and appearance of interior (overall impression) | 4. |
| Vehicle storage and space usage | 4. |
| Head/leg/foot room | 4. |
| Interior noise level while driving | 4. |
| Seat adjustment and comfort | 4. |
| Climate control operation (function and ease of use) | 4. |
| Transmission gear change performance (smoothness) | 4. |
| Fuel economy and driving range | 4. |
| Ride quality | 4. |
| How was your purchasing experience (the dealer/dealership)? | 4. |

| About You | |
|---|---|
| What is your primary language? | English. |
| Please indicate your gender | [redacted] |
| Please tell us about the vehicle you replaced (if applicable) | Replaced Vehicle: Purchased New.<br>Land Cruiser.<br>Toyota.<br>2008. |
| Primary vehicle in your household: | Infiniti.<br>FX35. |
| Did you purchase or lease your vehicle? | Purchase. |
| How may children 17 or under live in your household? | 1-2. |
| Which of the following best describes the area you live in? | Rural. |
| Please indicate your highest education level | High school degree / GED. |
| Is this your first new vehicle ever purchased / leased? | No. |
| What is your current marital status? | [redacted]. |
| Please indicate your ethnicity | [redacted]. |
| What year were you born? | [redacted] |

| Other> | |
|---|---|
| To the best of your recollection, the trouble was first noticed: | Within the 1st month after delivery. |
| Approximate mileage when trouble was first noticed was: | 0 - 1499 miles. |
| How often does this trouble occur? | Trouble occurs intermittently. |
| Please describe the other trouble you experienced: | False BRAKE warnings |
| Please describe conditions when this trouble occurs: | variable |

| Welcome> | |
|---|---|
| Please tell us how many miles are currently on your vehicle: | 1,000-2,999. |

| Contact Me> | |
|---|---|
| Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/27/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6036310837 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K056363544 | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 265642087 | ***Report Version*** | 2 | ***Open Date*** | 07/21/2014 |
| ***Close Date*** | 07/21/2014 | ***Narrative Date*** | 07/24/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **What are your favorite parts of your new vehicle?** | Inside comfort and snow handling |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **Fuel economy and driving range** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Navigation system route accuracy** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Ride quality** | 5. |
| **Appearance of exterior paint** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Safety and visibility while driving** | 4. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Integration with phones** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | see above re radar |

## Overview

| | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | It is an outstanding vehicle. My problems are really only niggling ones (except for the radar sensor, which is occasionally a safety problem) |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

## Detail on High Rated Items

| | |
|---|---|
| **You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.** | Works brilliantly in snow, ice and heavy weather. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Comfort. Ease of driving in adverse conditions. Some off road usefulness. |
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | Not used much |
| **You rated integration with media players High. Use this space to provide any specific comments you would like to share.** | A bit hard to insert media connections, but just because of low location |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.** | but see above on the radar system |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | Good seats -- firm yet pliable. Not much seat ventilation though |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | It's surprisingly low |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | Surprisingly quiet |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | The sound is LOW, not high |

## About You

| | |
|---|---|
| **How may children 17 or under live in your household?** | 0. |
| **Primary vehicle you were considering:** | 2014.<br>Highlander.<br>Toyota.<br>Primary Considered Vehicle: New. |
| **Primary vehicle in your household:** | 2500 HD Chassis-Cabs.<br>GMC.<br>Primary Household Vehicle: Purchased Used. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Which of the following best describes the area you live in?** | Rural. |
| **Please tell us about the vehicle you replaced (if applicable)** | 4runner 4WD.<br>Replaced Vehicle: Purchased New.<br>Toyota. |
| **What is your primary language?** | English. |
| **Please indicate your ethnicity** | [redacted]n.<br>Manufacturer?s website. |

| About You | |
|---|---|
| **Which, if any, influenced your purchase decision? (check all that apply):** | Previous experience with the vehicle/brand.<br>Recommendations from friends or family.<br>Vehicle test drive. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your highest education level** | JD |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What year were you born?** | [redacted] |
| **What price did you pay for your vehicle?** | about $42k |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Off-Road.<br>Other. |

| Vehicle Performance driving on Rocks / Boulders / Inclines / Very Rough Terrain | |
|---|---|
| **Vehicle Performance driving on Rocks / Boulders / Inclines / Very Rough Terrain** | Skid plates are easily damaged while driving on rocks/inclines/boulders/very rough terrain.<br>Rocker panels on sides of vehicle are easily damaged while driving on rocks/inclines/boulders/very rough terrain. |

| Other> | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe the other trouble you experienced:** | My only real problem is with the radar. It frequently goes out even when clean, it gives "BRAKE" warnings when not needed, and it seems to be disabled by strong sunlight. It is poorly engineered for its role. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | Sunny, clean radar "dome". |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| What Can We Do Better?> | |
|---|---|
| **What has Chrysler done right?** | You built a great Grand Cherokee Overland Jeep (my third, after an ancient 1950s Willys and a 2008 Wrangler). It is generally surprisingly tough yet comfortable and drivable. Nice going. |
| **Feedback/Concerns:** | Nothing. I appreciate the chance to communicate with you. |

| Skid plates are easily damaged while driving on rocks/inclines/boulders/very rough terrain | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Bumpy or uneven surface. |
| **Please indicate how severe the issue is:** | Somewhat worse than expected. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble occurs at these speeds (check all that apply):** | When driving at very low speeds (0-10 MPH). |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Engine>Engine Fuel consumption>Fuel consumption is worse than expected> | |
|---|---|
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Where do you do most of your driving?** | Other (please describe). |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | Yes. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | I am getting 22-23.5 mpg. I expected (based on EPA and your ads) to get close to 28-30 |
| **Please describe conditions when this trouble occurs:** | Mountain rural 80%, urban 20% |

| Rocker panels on sides of vehicle are easily damaged while driving on rocks/inclines/boulders/very rough terrain | |
|---|---|
| **Please indicate how severe the issue is:** | |

| Rocker panels on sides of vehicle are easily damaged while driving on rocks/inclines/boulders/very rough terrain | |
|---|---|
| | I expected more ability to raise vehicle and to navigate off road without risk of scraping. It needs a lift. |
| **Additional Comments:** | Consider providing a selectable lift, not just in 4wd Low. |
| **Trouble occurs under these surface conditions (check all that apply):** | My home area has lots of mountain dirt roads with rocks, ruts, etc. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble occurs at these speeds (check all that apply):** | see above |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | See above re radar system. |

| Engine>Engine Fuel consumption> | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT1EC[redacted] | **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| **Built Date** | 01/22/2013 | **Market** | U | US | **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| **Engine** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | **Serial#** | 6011310526 | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | **Serial#** | M341207059 | |
| **Color** | PBU | TRUE BLUE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 265642219 | **Report Version** | 3 | **Open Date** | 07/22/2014 |
| **Close Date** | 07/22/2014 | **Narrative Date** | 07/25/2014 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from rear cargo shelf/cargo cover>

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | daily conditions. nothing unique. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe in the box below where from the rear cargo shelf/cargo cover the trouble with abnormal noises is located:** | When the rear cargo door goes up, something rattles inside. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | seems like some new features need work (FCW, ACC). Not a fan of clutch - find myself in neutral a lot. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Integration with media players** | 3. |
| **Location and usefulness of interior lighting** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Appearance of exterior paint** | 5. |
| **Support for popular music/video formats** | 3. |
| **Ease of getting into and out of vehicle** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **What are your favorite parts of your new vehicle?** | looks sharp on the outside, LED lights are very nice. |
| **Clarity of sound** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Ride quality** | 5. |
| **Integration with phones** | 2. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **What is your attitude overall towards your new car?** | 2. |
| **What is your attitude overall towards the BRAND of your new car?** | 2. |
| **Navigation system route accuracy** | 3. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Seat adjustment and comfort** | 3. |
| **Fuel economy and driving range** | 3. |
| **Vehicle storage and space usage** | 4. |
| **Engine exhaust sound** | 4. |
| **Head/leg/foot room** | 5. |
| **Climate control operation (function and ease of use)** | 5. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Assist Button. |

| Features/Controls/Displays>Displays and Instruments>Clock broken/not working> | |
|---|---|
| **Please indicate what type of trouble was experienced with the clock (check all that apply):** | every now and then the clock will stop on the time registered when the Jeep first turns on. I have to stop by car and turn it back on again to get the clock working again. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | daily conditions. nothing unique. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Features/Controls/Displays>Features and Controls>Cruise control system> | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

| Overview | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Please explain further about your choice to recommend your vehicle:** | I have already taken my $50K Jeep to the dealer 6 times within 20,000 miles (not a typo) and I still have problems with it. I have already gone through one recall, having one item on back order and understand I will have to go through another recall. When I have my car serviced for long periods of time, the rental car I get is nowhere near the quality of car I purchased. The amount of service this vehicle needs is unacceptable - particularly for what I paid for this car. I have had contact with area service managers and still have no resolution to my problems or have been offered any restitution for my troubles. |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Hawk CDJ, Orland Park, IL |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Contact Me> | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | I would like to discuss my entire experience - from transaction to owning my automobile. You need to know my experience so you can make changes. Call me at [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Additional Comments:** | redundant. |

| Other> | |
|---|---|
| **Please describe the other trouble you experienced:** | The steering wheel had a noticeable crack/scratch on it on delivery. |
| **Please describe conditions when this trouble occurs:** | daily conditions. nothing unique. |

| Other> | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| About You | |
|---|---|
| **What year were you born?** | [redacted] |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Just like the look and feel of the Jeep better. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2008.<br>Nissan.<br>Maxima.<br>Replaced Vehicle: Purchased Used. |
| **Primary vehicle you were considering:** | 2014.<br>Acura.<br>MDX.<br>Primary Considered Vehicle: New. |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your primary language?** | English. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Automotive magazines.<br>Recommendations from friends or family.<br>Consumer Reports ratings.<br>Kelley Blue Book. |
| **What is your current marital status?** | [redacted]. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Urban. |
| **How may children 17 or under live in your household?** | 0. |
| **What price did you pay for your vehicle?** | $51K |
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |
| **Please indicate your ethnicity** | [redacted]. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Please indicate which words, if any, are constantly misrecognized:** | any address that starts with the number 2 - since you start of with "Navigate to" - gets confused. Often chooses wrong cities as well. |
| **Please describe when this trouble occurs:** | see above<br>When stating a name. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

| Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system is broken/not working> | |
|---|---|
| **Additional Comments:** | As a person who bought this Jeep for long road trips, not having an active Cruise Control, FCW is beyond annoying. I will likely be considering legal counsel for this issue. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | the system will give a false positive "BRAKE!" signal when a car is about 50 ft ahead of me in the right adjacent lane.<br>See above - since FCW/ACC doesn't work, nor does cruise control. beyond frustrating.<br>Cruise control routinely goes to "FCW/ACC Unavailable" and requests that I get it serviced. It has been serviced 4 times. |
| **Please describe conditions when this trouble occurs:** | daily conditions. nothing unique. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Detail on High Rated Items | |
|---|---|
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | great blue color. very nice. |
| **You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.** | great car in the snow. |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | its a beautiful looking car. great design. |

| Detail on High Rated Items | |
|---|---|
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | big fan of the LED lighting. |

| Assist button works but is difficult to understand/use | |
|---|---|
| **Please describe the trouble you experienced:** | see above |
| **Please indicate which of the following best describes your concern (check all that apply):** | Doesn't understand an address that starts with the number 2, since you say "Navigate to", it always leaves it out or you have to pause too long and it may time out. |

| Assist Button | |
|---|---|
| **Assist Button** | Assist button works but is difficult to understand/use. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Apple. |
| **If known, please tell us your software version** | iOS7 |
| **Please tell us your cell phone model** | iPhone 5 |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location.<br>Clock broken/not working. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth> | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.<br>Hands-Free Phone / Bluetooth system has poor sound quality at far end. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call | |
|---|---|
| **At other times during use does your phone have poor call quality?** | No. |
| **Do you recall your cellular coverage at the time?** | Partial cellular coverage. |
| **Does the issue occur when speaking at regular volume?** | Yes. |
| **Sound quality is poor: (check one)** | For the receiver of the call. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | on highway |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | The entire system does not work. Controls are in a good spot and easy to use - but it doesn't work. |
| **Additional Comments:** | see previous page. This is beyond annoying that a $50K car doesn't have an active cruise control. |

| Interior Trim/Storage/Windows>Abnormal Noises> | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from rear cargo shelf/cargo cover. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Other.<br>Features/Controls/Displays.<br>Interior Trim/Storage/Windows. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> |
|---|
| |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Traffic info is spotty. Often feel that chosen directions are not the fastest/best way of going to a particular location. |
| **Please indicate which navigation system item has trouble (check all that apply):** | can't turn off just the traffic instructions and keep everything else. I live in Chicago where traffic is everywhere - I can't stand hearing "traffic jam ahead" every 5 minutes. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Cruise control system. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition> | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesn’t work/or is difficult to understand> | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | see previous explanation. sometimes traffic info is wrong and I don't like that you don't have the option to turn traffic off only. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | Overall, I am deeply saddened by the quality of this automobile. I feel like I purchased a lemon and have not been given any restitution for having my car services six (6) times in 20,000 miles. I will NOT be recommending Chrysler/Dodge/Jeep to any of my family/friends as things stand today. |
| **What has Chrysler done right?** | Nothing. I'm disappointed that Chrysler has not contacted me directly (this is now my 4th survey) in an attempt to correct my very negative connotation of the entire Chrylser experience. So far nothing about this car (the initial transaction or the owner's experience) would meet even a satisfactory level. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | as mentioned several times, FCW/ACC needs an overhaul. sounds like electronic system in general needs an overhaul as my "check engine" light has been on a few times already as well. Overall, I feel like I could have better spent my $50K elsewhere. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Navigation system works, but traffic information doesn?t work / or is difficult to understand. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM5EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/12/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C095306289 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M271316849 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 268027094 | ***Report Version*** | 3 | ***Open Date*** | 08/12/2014 |
| ***Close Date*** | 08/12/2014 | ***Narrative Date*** | 08/15/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What year were you born?** | [redacted] |
| **What price did you pay for your vehicle?** | 49000 |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Kelley Blue Book.<br>Previous experience with the vehicle/brand.<br>Vehicle test drive.<br>Consumer Reports ratings. |
| **Please tell us about the vehicle you replaced (if applicable)** | Lexus.<br>2005.<br>IS 300.<br>Replaced Vehicle: Purchased Used. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: New.<br>Toyota.<br>2014.<br>4runner. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Is this your first new vehicle ever purchased / leased?** | Yes. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your ethnicity** | [redacted]. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your highest education level** | JD |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Support for popular music/video formats** | 3. |
| **Engine sound** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Navigation system route accuracy** | 3. |
| **Seat adjustment and comfort** | 3. |
| **Steering wheel adjustment** | 3. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Ride quality** | 4. |
| **Integration with phones** | 5. |
| **Appearance of exterior paint** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Safety and visibility while driving** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Engine exhaust sound** | 3. |
| **Clarity of sound** | 4. |
| **Integration with media players** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Steering and handling (responsiveness, stability)** | 5. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Entertainment/Navigation System/Connectivity. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **What button did you use?** | On the wheel. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe when this trouble occurs:** | Just seems to have a hard time understanding commands. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Too sensitive when cars in front are turning but still approaching the jeep. |

| Contact Me> | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Tech glitches. |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system is broken/not working> | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | Along with Navigation not working and a 911 error, the ACC stopped working at the same time. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Overview | |
|---|---|
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

| Overview | |
|---|---|
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | There have been numerous start up issues that I would not expect from a $50k car. Once things work I hope I will be happy and have always liked the brand. Tech glitches seem like something that could easily have been controled for prior to release. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Nearest dealer (in Colma). |
| **Was the trouble resolved to your satisfaction?** | Yes. |

| Features/Controls/Displays>Features and Controls>Cruise control system> | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Local of car is incorrect, 911 service also came up with an error. Taking in for service. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition> | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| What Can We Do Better?> | |
|---|---|
| **What has Chrysler done right?** | Car looks great. |
| **Feedback/Concerns:** | Fix tech glitches in advance of car being sold! |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Cruise control system. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCTXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/02/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6212310907 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M261341385 | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 268345209 | ***Report Version*** | 3 | ***Open Date*** | 08/16/2014 |
| ***Close Date*** | 08/16/2014 | ***Narrative Date*** | 08/20/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Detail on Low Rated Items

| | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Collision Avoidance is unusable. |

### Engine>Engine Fuel consumption>Fuel consumption is worse than expected>

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Highway...holds around 16mpg |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Where do you do most of your driving?** | Highway/freeway driving (speeds held fairly constant above 45 mph). |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | Collision Avoidance is awful. It slams on brakes with nothing is front of us. Constantly calls out "Brake" with nothing in front as well with CA system turned off. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | No. |
| **What type of fuel do you most often put into your vehicle?** | Premium gasoline. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |

### Overview

| | |
|---|---|
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | Remote start over the app is great. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Didn't have time for me |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | It is a good vehicle...but certain technology is still not at a consistent level. Adaptive Cruise control turns off on its own as well as the issues with the Collision Avoidance. Control panel blanked on us 5 months back and then came back three days later. Just seems there are still some unreliability in Jeep's technology integration. Gas mileage is a little rougher than advertised. |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |

### About You

| | |
|---|---|
| **How may children 17 or under live in your household?** | 1-2. |

| About You | |
|---|---|
| **Primary vehicle you were considering:** | 2014.<br>BMW.<br>Primary Considered Vehicle: New.<br>X5. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Consumer Reports ratings.<br>Edmunds.<br>Vehicle test drive.<br>Kelley Blue Book. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Urban. |
| **Primary vehicle in your household:** | Xterra.<br>2001.<br>Nissan.<br>Primary Household Vehicle: Purchased New. |
| **What price did you pay for your vehicle?** | 54500 |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **Secondary vehicle you were considering:** | 2014.<br>Range Rover Sport.<br>Land Rover.<br>Secondary Considered Vehicle: New. |
| **Please indicate your highest education level** | Graduate degree. |
| **What year were you born?** | [redacted] |
| **Please tell us about the vehicle you replaced (if applicable)** | 2011.<br>M3.<br>Replaced Vehicle: Purchased New.<br>BMW. |
| [redacted] | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your ethnicity** | [redacted] |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Brake responsiveness/effort** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Safety and visibility while driving** | 4. |
| **Ride quality** | 4. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Navigation system route accuracy** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Engine exhaust sound** | 5. |
| **Fuel economy and driving range** | 3. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Integration with phones** | 3. |
| **Integration with media players** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Clarity of sound** | 5. |

| Engine>Engine Fuel consumption> | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| What Can We Do Better?> | |
|---|---|
| **What has Chrysler done right?** | Sharp looking vehicle. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Features/Controls/Displays. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG1EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/18/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6099310939 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K107361327 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 232316234 | ***Report Version*** | 2 | ***Open Date*** | 06/06/2013 |
| ***Close Date*** | 06/06/2013 | ***Narrative Date*** | 06/10/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Vehicle Exterior.<br>Seats. |

### Vehicle Exterior>Exterior Appearance/Paint:>

| | |
|---|---|
| **Exterior Appearance/Paint:** | Body panels/doors misaligned/excessive gaps/poor fit. |

### Vehicle Exterior>Exterior Appearance/Paint:>Body panels/doors misaligned/excessive gaps/poor fit>

| | |
|---|---|
| **Please indicate the location of the trouble (check all that apply):** | The hood is properly centered but the fender and cowl gaps are too wide. The standards applied were OK 10 years ago but not today.<br>The hood is properly centered but the fender and cowl gaps are too wide. The standards applied were OK 10 years ago but not today. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | The panel gap situation on the whole vehicle looks like an engineering problem. |

### Uconnect Access

| | |
|---|---|
| **Uconnect Access** | Registration. |

### Entertainment/Navigation System/Connectivity>Navigation System>

| | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

### Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

| | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system has poor sound quality at far end. |

### Entertainment/Navigation System/Connectivity>

| | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | LG. |

### Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call

| | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Sound quality is poor: (check one)** | For the receiver of the call. |
| **Please describe when this trouble occurs:** | I have noticed no particular situations. |
| **Do you recall your cellular coverage at the time?** | Do not recall. |
| **Does the issue occur when speaking at regular volume?** | Yes. |
| **At other times during use does your phone have poor call quality?** | Yes. |
| **Additional Comments:** | Incoming voices are excellent and much better than the phone speaker alone. |

### Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | In rural areas my 2 Garmin units (1 is 5 years old) are far, far superior in showing roads as well as suggesting routes between 2 points.<br>It can't give good directions if it does not show all the existing roads. Marquette County, Wisconsin. |

| Registration | |
|---|---|
| **Registration** | Registration is difficult to understand/use. |

| Registration is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | I already had an account from my 2008 Town and Country. I used it once and forgot about it. I had to open a different email address to register the 2014 Jeep. Somewhere in the process it was discovered I could have registered on the existing account. |
| **Plese indicate which registration method you attempted (check all that apply):** | Phone registration. |
| **Additional Comments:** | I don't remember if I received an email. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | I'm [redacted] tall and the adjustment to raise the shoulder belt and hold it off your left shoulder (driver) does not go high enough. I feel in an accident my body would be forced counter-clockwise and out of the shoulder belt. I noticed this immediately on the initial test drive. Where are the rear stop/turn LEDs??? I've got a $50K Summit and incandescent lights. It ruins the upscale feel when I see the flashing LED's on a Kia or Dodge mini van. A real, real big miss here. XMSirus antenna system is not as good as the one on my '08 Town and Country. It drops out much easier in the exact same conditions. Really poor amongst trees where the T&C does not miss a beat. |
| **What has Chrysler done right?** | Good looking vehicle, excellent interior, nice ride and the V-6/8 speed trans is a good combo when you learn how to drive it. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Clarity of sound** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 3. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine performance during acceleration** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Brake responsiveness/effort** | 5. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | Rims, interior color/material, dash |
| **Is there anything about your new vehicle you would like to see changed?** | Rear LED stop/turn signals, different ratios in the 8 speed trans. Every time there is the slightest 'hill' the trans downshifts to 7th gear, rpm's increas by 400 and fuel economy decreases by 2-3 mpg. |

| Detail on High Rated Items | |
|---|---|
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | Interesting color |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | The Jeep brown looks great but only in specific lighting conditions. In anything but bright sun light it looks gray. |
| **You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.** | I did but I also purchased an extended warranty for the first time in my life. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | panel gaps. Too wide on the whole vehicle and below the standards of less expensive vehicles. This needs work. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG2EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/19/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6084310396 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K108363470 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 232316406 | ***Report Version*** | 2 | ***Open Date*** | 06/06/2013 |
| ***Close Date*** | 06/06/2013 | ***Narrative Date*** | 06/10/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Entertainment/Navigation System/Connectivity.<br>Interior Climate Control.<br>Engine. |

### Touchscreen Controls

| | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

### Entertainment/Navigation System/Connectivity>Speakers>

| | |
|---|---|
| **Speakers** | Speakers are not loud enough. |

### Text Messaging

| | |
|---|---|
| **Text Messaging** | Text messaging broken/not working. |

### Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

| | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

### Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>

| | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

### Entertainment/Navigation System/Connectivity>

| | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Motorola. |
| **Please tell us your cell phone model** | Droid 3 |

### Hands-Free Phone / Bluetooth system voice activation doesnt recognize command

| | |
|---|---|
| **Please indicate which words, if any, are constantly misrecognized:** | Dial "Name" |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | When stating a name. |
| **What button did you use?** | steering wheel controls |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

### Voice Activation / Recognition doesnt recognize command

| | |
|---|---|
| **Please describe when this trouble occurs:** | will check? |
| **What button did you use?** | steering wheel |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Touchscreen Controls/Menu: Front Screen Display: Other Concerns

| | |
|---|---|
| **Please describe the other trouble you experienced:** | sync temperature control |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | starting the car |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **Additional Comments:** | temperature resets and I have to manually set temperature "SYNC" each time I start the car |

| Entertainment/Navigation System/Connectivity>Speakers>Speakers are not loud enough> | |
|---|---|
| **Please indicate which media sources were being played (check all that apply):** | USB Drive.<br>AM.<br>FM.<br>Satellite Radio. |
| **Trouble with speaker occurs:** | At all volume levels. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which speaker has trouble (check all that apply):** | I have the 19 speaker audio and have to turn it up to 15 volume level just to hear it normally. 6 or 7 are barely heard with windows closed. 20 or higher required with windows cracked or open. |
| **Please describe conditions when this trouble occurs:** | I turn the radio up |

| Interior Trim/Storage/Windows>Abnormal Noises> | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from center console. |

| Interior Trim/Storage/Windows>Operation and Functionality> | |
|---|---|
| **Operation and Functionality** | Rear Cargo Shelf/Cargo Cover is difficult to use. |

| Interior Trim/Storage/Windows>Appearance> | |
|---|---|
| **Appearance** | Interior materials soils/scuffs too easily. |

| Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from center console> | |
|---|---|
| **Please describe in the box below where from the center console the trouble with abnormal noises is located:** | in the gear shift, when I reach a certain gear the panel underneath the gear shifter vibrates and is loud (appears to happen only at a certain frequency or vibration level when the engine and road reach a certain criteria? |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Rear Cargo Shelf/Cargo Cover is difficult to use | |
|---|---|
| **Please indicate why the rear cargo shelf/cargo cover is difficult to use (check all that apply):** | you pull it out and or put it back in, and the right or left side doesn't match up, so it scrapes along the wall of the car |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Interior Trim/Storage/Windows>Appearance>Interior materials soils/scuffs too easily> | |
|---|---|
| **Please describe in the box below which material(s) have trouble with soiling/scuffing too easily:** | car doors, passenger and driver |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Engine>Engine Driveability (stumbles/hesitates/surges)> | |
|---|---|
| **Engine Driveability (stumbles/hesitates/surges)** | Engine stumbles/hesitates/surges. |

| Engine>Engine Fuel consumption> | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Engine>Engine Fuel consumption>Fuel consumption is worse than expected> | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | No. |
| **Where do you do most of your driving?** | Other (please describe). |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | |

| Engine>Engine Fuel consumption>Fuel consumption is worse than expected> | |
|---|---|
| | express way at 65 mph I am lucky to get 21mpg on a v6 at any direction wind speed. car epa is 24mpg. only rarely have I gotten 24mpg and I don't have a lead foot I drive like a grandpa because I am paying for gas and always use the ECO button on. |

| Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges> | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **What best describes the engine drivability trouble? (check all that apply):** | any time I start the vehicle (eco mode) drags the car slowly |
| **Engine trouble occurs (check all that apply):** | Within first 5 minutes after starting vehicle. |
| **Engine trouble occurs after vehicle is started at:** | I have tried both hot and cold and both seem to apply |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | for an all encompassing vehicle it has it all. Still room for improvement |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| What Can We Do Better?> | |
|---|---|
| **What has Chrysler done right?** | I am driving one...that should be the first indication. never thought I would own an American car, so the mere fact I own one should be an indication. It didn't hurt this Jeep was based on the Mercedes Platform. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 2. |
| **Integration with phones** | 5. |
| **Integration with media players** | 3. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Appearance of exterior paint** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Safety and visibility while driving** | 3. |
| **Climate control operation (function and ease of use)** | 3. |
| **Engine performance during acceleration** | 3. |
| **Engine sound** | 4. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 3. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **What are your favorite parts of your new vehicle?** | all the bells and whistles, the ride, quiet |
| **Is there anything about your new vehicle you would like to see changed?** | the cheap plastic on the doors interior lower trim |

| Detail on High Rated Items | |
|---|---|
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | at high volume levels I feel like I am in a movie theatre or have a home surround system |
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | It was easy to set up |
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | I have had no troubles with plugging in ipods or USB drives |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | I like its looks, very similar to the SRT |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | I can see very well and like the adaptive headlights. |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | almost non existent the way I wanted it. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | I would like the Summit to have some of the same features as the SRT but without the engine power and gas guzzler, after all some of us want a sporty looking car but don't necessarily need to hold a drag race to get there. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | SYNC should remember with temperature control if you set it to 72, click SYNC and turn the car off SYNC should remain a set feature and you not have to go into the climate control section and reset it every time! |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 47K |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | NEW |
| | Acura. |
| | TL. |
| | 2006. |
| **Which online data sources, if any, influenced your buying decision? (check all that apply)** | Consumer Reports. |
| | Kelley Blue Book. |
| | Edmunds. |
| | Blogs (e.g., Truth About Cars). |
| | JD Power Reports. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 0. |

| About You> | |
|---|---|
| **Please indicate your ethnicity** | [redacted]. |
| **What is your total household income (before taxes)?** | $60,000 - $79,999. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG5E[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/24/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6130320416 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K143363013 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 1[redacted] | ***System Key*** | 236803486 | ***Report Version*** | 3 | ***Open Date*** | 08/08/2013 |
| ***Close Date*** | 08/08/2013 | ***Narrative Date*** | 08/13/2013 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| **Continuous Quality Insight** | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Transmission and Drivetrain.<br>Other. |

| **Transmission and Drivetrain>Automatic Transmission>** | |
|---|---|
| **Automatic Transmission** | Gear selector is difficult to operate (auto. trans.). |

| **Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>** | |
|---|---|
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | have to push it harder to go into park<br>don't like having to hit the brake to go from neutral to drive; ex. coming out of an automated car wash |
| **Why is the gear selector difficult to operate?** | Gear selector requires too much effort/force to operate. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | it's not that it's broken, just more touchy than a typical transmission selector |

| **Other>** | |
|---|---|
| **Please describe the other trouble you experienced:** | the forward collision feature is terrible, it would beep and hit the brakes without any imminent collision. had to disengage the auto brake feature. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | if an object was on the side of the vehicle it would hit the brakes |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| **Overview** | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| **Contact Me>** | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| **Vehicle Satisfaction Ratings** | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 4. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 2. |
| **Engine performance during acceleration** | 4. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 3. |
| **Brake responsiveness/effort** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | stereo, interior design, air suspension, adaptive cruise, sunroof size |
| **Is there anything about your new vehicle you would like to see changed?** | recirc should work in conjunction with climate control, a/c should turn on if car is started remotely, fix the forward collision sensitivity, ventilated seats should stay on instead of having to turn on every time i start the car |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Forward collision - should not brake for objects on the side of the vehicle. Recirc should turn on automatically with the climate control when it's extremely hot outside and the A/C should turn on when the vehicle is started remotely |

| About You> | |
|---|---|
| **Did you purchase or lease your vehicle?** | Lease. |
| **What price did you pay for your vehicle?** | 48900 |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Subaru. |
| | Outback. |
| | 2010. |
| | Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Toyota. |
| | 4runner. |
| | 2013. |

| About You> | |
|---|---|
| | Primary Considered Vehicle: New. |
| **Which online data sources, if any, influenced your buying decision? (check all that apply)** | Edmunds.<br>Blogs (e.g., Truth About Cars). |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | not refined enough |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **What year were you born?** | [redacted]8 |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | [redacted] |
| **Please indicate your ethnicity** | [redacted]. |
| **What is your total household income (before taxes)?** | More than $200,000. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/24/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6016310578 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M345207752 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 261102773 | ***Report Version*** | 3 | ***Open Date*** | 05/17/2014 |
| ***Close Date*** | 06/18/2014 | ***Narrative Date*** | 06/23/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Welcome>** | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/22/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C101306294 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M274352217 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 270059339 | ***Report Version*** | 5 | ***Open Date*** | 09/05/2014 |
| ***Close Date*** | 09/05/2014 | ***Narrative Date*** | 09/12/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership.<br>Research online. |
| **Financing options** | 1. |
| **Trade-in allowance** | 2. |
| **Primary vehicle you were considering:** | 2014.<br>Porsche.<br>Primary Considered Vehicle: Used.<br>Cayenne. |
| **Price** | 3. |
| **Convenience of dealership location** | 5. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Automotive magazines.<br>Dealership information.<br>Vehicle test drive.<br>Edmunds.<br>Previous experience with the vehicle/brand. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Please tell us about the vehicle you replaced (if applicable)** | Porsche.<br>2010.<br>Cayenne.<br>Replaced Vehicle: Purchased Used. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | I wanted a diesel |
| **How may children 17 or under live in your household?** | 0. |
| **Vehicle performance** | 5. |
| **Please indicate the primary driver's age.** | [redacted]. |
| **Please indicate your highest education level** | Graduate degree. |
| **Secondary vehicle you were considering:** | Land Rover.<br>Range Rover.<br>Secondary Considered Vehicle: Used.<br>2014. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Please indicate your occupation status.** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Ability to test drive** | 5. |
| **Primary vehicle in your household:** | 5 Series.<br>2010.<br>BMW.<br>Primary Household Vehicle: Purchased Used. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation.** | Other. |
| **What price did you pay for your vehicle?** | 58000 |
| **What is your average miles per gallon (MPG) with your vehicle?** | 25-26 mpg. |

| About You | |
|---|---|
| **Vehicle fuel economy** | 4. |
| **What year were you born?** | [redacted] |
| **Dealership treatment** | 4. |
| **Vehicle styling** | 4. |
| **Vehicle availability** | 5. |
| **Vehicle quality** | 5. |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |

| Overview | |
|---|---|
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Which feature or section of the Printed User Guide did you find least helpful and why?** | need further information concerning adaptive cruise control and advance warning system |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Information on the DVD is easy to find and access** | 4 (agree). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop.<br>Mac Computer. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Was there information needed that was not included in the User Guide?** | My adaptive cruise control would stop working for no apparent reason (the front sensor WAS clean) and the advance warning system would go off "BRAKE, BRAKE" for no apparent reason. Two trips to my dealer (Advantage Jeep, Willoughby, OH). I was told the features were working properly and I should read the manual for proper operation. There is nothing in the manual that addresses this issue |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Auto Week.<br>Road and Track.<br>Car and Driver.<br>Motor Trend. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Adventure Jeep in Willoughby, OH |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | Not sufficient detail. Need further explanation concerning adaptive cruise control and advance forward warning system. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the DVD** | 4 (satisfied). |
| **DVD format is easy to understand and use** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |

| Vehicle Satisfaction Ratings | |
|---|---|
| **What are your favorite parts of your new vehicle?** | trunk space |
| **Engine sound** | 1. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Clarity of sound** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Safety and visibility while driving** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ride quality** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | fix the darn adaptive cruise control and advance warning system |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Navigation system route accuracy** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Integration with phones** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Engine exhaust sound** | 1. |
| **Engine performance during acceleration** | 3. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **Vehicle storage and space usage** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |

| Detail on Low Rated Items | |
|---|---|
| **You rated engine sound Low. Use this space to provide any specific comments you would like to share.** | it's a diesel, I expected some noise but this engine is just plain noisy |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | the adaptive cruise control and the forward warning system. Mine quite working for no apparent reason and I'm told by the dealer that the systems are working properly and I should read the manual. I've solved the problem by turning off the forward warning system (thanks for providing a switch for this purpose) and by just not using the adaptive cruise control (regular cruise control works fine)....but I paid a lot for these features and if they really ARE functioning properly, as the dealer tells me, then you should be ashamed of engineering such features. |

| Detail on High Rated Items | |
|---|---|
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.** | consider getting rid of the shifter in favor or the dial, gives more room on the console |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | overall rugged look |
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | pairing iPhone with Jeep was a breezewwe |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | I am surprised at how effective the brakes are |
| **You rated integration with media players High. Use this space to provide any specific comments you would like to share.** | just plug it in.... and it works |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 5,000-6,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT4EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/24/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6016310813 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M345207756 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 270059390 | ***Report Version*** | 5 | ***Open Date*** | 09/05/2014 |
| ***Close Date*** | 09/05/2014 | ***Narrative Date*** | 09/12/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What year were you born?** | |
| **When considering this vehicle** | Visit the dealership. |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2013.<br>Grand Cherokee.<br>Replaced Vehicle: Purchased Used.<br>Jeep. |
| **Price** | 4. |
| **Vehicle performance** | 5. |
| **Vehicle fuel economy** | 5. |
| **Convenience of dealership location** | 5. |
| **Financing options** | 5. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: Used. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive. |
| **What price did you pay for your vehicle?** | 47,000 |
| **How may children 17 or under live in your household?** | 1-2. |
| **Vehicle availability** | 4. |
| **Ability to test drive** | 5. |
| **Vehicle quality** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **What is your primary language?** | English. |
| **Please indicate your highest education level** | High school degree / GED. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Trade-in allowance** | 5. |
| **Dealership treatment** | 5. |
| **Vehicle styling** | 5. |

### Overview

| | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Overview | |
|---|---|
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | |
| **What are your favorite parts of your new vehicle?** | |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Appearance of exterior paint** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Steering wheel adjustment** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Other. |

| Other | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **Please describe the other trouble you experienced:** | Memory seats on the drivers side door always hitting it with my knee while driving |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/05/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C058302239 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M26334847Z | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 271008231 | ***Report Version*** | 5 | ***Open Date*** | 09/06/2014 |
| ***Close Date*** | 09/17/2014 | ***Narrative Date*** | 09/24/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Off-Road.<br>Steering, Handling, and Ride.<br>Engine.<br>Interior Climate Control.<br>Brake System.<br>Entertainment/Navigation System/Connectivity.<br>Interior Trim/Storage/Windows.<br>Other.<br>Seats.<br>Vehicle Exterior. |

### Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **If known, please tell us your software version** | |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | |

### Excessive wind noise

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Headlights not bright enough

| | |
|---|---|
| **Please describe the trouble you experienced:** | |
| **Additional Comments:** | I find myself using high beams frequently while driving for adequate lighting. |
| **Please describe conditions when this trouble occurs:** | Night driving unlit roads |

### Wind Noise

| | |
|---|---|
| **Wind Noise** | Excessive wind noise. |

### Lights

| | |
|---|---|
| **Lights** | Headlights not bright enough. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG2E[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/09/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6205320326 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K217363021 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 271008255 | ***Report Version*** | 5 | ***Open Date*** | 09/06/2014 |
| ***Close Date*** | 09/17/2014 | ***Narrative Date*** | 09/24/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Overview

| | |
|---|---|
| **Information in the Printed User Guide is easy to find and access** | 2 (disagree). |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Did you review the Owner's Information DVD?** | No. |

### Displays and Instruments

| | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

### Welcome

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **Please tell us your cell phone model** | |
| **If known, please tell us your software version** | |

### Navigation system works, but missing information; has incorrect information; gives wrong directions

| | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | It frequently takes me off the direct rout on the freeway, and on to surface streets. |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | It picks up vehicles in other lane while on a curve, and hits brakes even though my lane is clear |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Entertainment/Navigation System/Connectivity.<br>Off-Road. |

### Reverse-camera works properly, but difficult to understand/use; controls in a poor location

| | |
|---|---|
| **Please indicate why the reverse-camera controls are difficult to understand/use; are in a poor location (check all that apply):** | It would be nice if it let you know which direction a vehicle is coming from when it detects one. All it dies is beep, and I don't know which direction a vehicle is coming from. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Reverse-Camera. |

| Reverse-Camera | |
|---|---|
| **Reverse-Camera** | Reverse-camera works properly, but difficult to understand/use; controls in a poor location. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM6EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/30/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C329312915 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M329370578 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 256612144 | ***Report Version*** | 1 | ***Open Date*** | 05/01/2014 |
| ***Close Date*** | 05/01/2014 | ***Narrative Date*** | 05/02/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Features/Controls/Displays>Features and Controls>

| | |
|---|---|
| **Features and Controls** | Reverse-Camera.<br>Voice Activiation System.<br>Garage door opener.<br>Heated Steering Wheel. |

### Features/Controls/Displays>Features and Controls>Reverse-Camera>

| | |
|---|---|
| **Reverse-Camera** | Reverse-camera is broken/not working. |

### Overview

| | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | I do not live as close to the dealer who sold me my car. I did call them to voice my frustration and they were not helpful or concerned that the car I purchased was having so many issues. They referred me to a dealership closer to my house. The people at that dealership have acted in a more professional manner. |
| **Please explain further about your choice to recommend your vehicle:** | The dealership has replaced both the radio and the camera and the problem with the backup camera has not been resolved. It is still not working. They have asked Chrysler for help but I have heard nothing. They have not been interested in helping me solve the heated seat issue as they believe that nothing is wrong. I have a bad low back which is why this is important to me. It does not make sense to me that other, cheaper vehicles would have heated seats that work better than a more expensive, higher quality car. I will say that the dealership has been respectful, but not interested in investigating the heated seat issue. We have had a ford edge and an esclade and those seats operated better than the ones in this car. I have been waiting for the Diesel engine GC to be released for quite some time and to buy the car and not be able to fix these is more than frustrating. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |

### Features/Controls/Displays>Features and Controls>Voice Activiation System>

| | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

### Seat heater is broken/not working

| Seat heater is broken/not working | |
|---|---|
| **Seat heater is broken/not working** | Heated seat temperature cannot be maintained.<br>Seat will not heat enough/at all/fast enough. |

| About You | |
|---|---|
| **Which of the following best describes the area you live in?** | Urban. |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your current marital status?** | [redacted] |
| **Please indicate your ethnicity** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please tell us about the vehicle you replaced (if applicable)** | Ford.<br>Edge.<br>Replaced Vehicle: Purchased New. |
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | Yes. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Navigation system route accuracy** | 5. |
| **Support for popular music/video formats** | 4. |
| **Fuel economy and driving range** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **What is your attitude overall towards your new car?** | 2. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Integration with media players** | 3. |
| **Seat adjustment and comfort** | 1. |
| **Climate control operation (function and ease of use)** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Integration with phones** | 3. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays.<br>Seats. |

| Features/Controls/Displays>Features and Controls>Reverse-Camera>Reverse-camera is broken/not working> | |
|---|---|
| **Please indicate what type of trouble was experienced with the reverse-camera (check all that apply):** | Blue image appears in the morning when i first turn on the car. Sometimes lasts all day.<br>If the blue image goes away, there is a refresh issue. Cars and objects jump when the car is moving. |
| **Please describe conditions when this trouble occurs:** | Normal conditions |
| **Additional Comments:** | The radio has been replaced as well as the back up camera and the issue remains. It is incredibly frustrating and disappointing. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please tell us your cell phone model** | I phone 5 |
| **If known, please tell us your software version** | most recent |
| **Entertainment/Navigation System/Connectivity** | none |
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Apple. |

| Garage door opener broken/not working | |
|---|---|
| **Please describe the trouble you experienced:** | Cannot get it to work. |
| **Please describe conditions when this trouble occurs:** | every day |
| **Please indicate if your garage door opener is:** | Factory installed. |

| Seat will not heat enough/at all/fast enough | |
|---|---|
| **Please indicate which seat has trouble (check all that apply):** | The seat has not gotten hot at all since I purchased the vehicle. Other vehicles on the lot get hotter than this car. The dealership has not been willing to investigate. In comparison to our previous Ford edge it is even 50% of the heat of those seats, yet it is supposed to be a more expensive, luxurious car.<br>The seat has not gotten hot at all since I purchased the vehicle. Other vehicles on the lot get hotter than this car. The dealership has not been willing to investigate. In comparison to our previous Ford edge it is even 50% of the heat of those seats, yet it is supposed to be a more expensive, luxurious car. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Contact Me> | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | I would like to know how Chrysler will help me to fix the back up camera and the heated seats so that I can feel good about the purchase of my new [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | I would like the issues with this car resolved and to feel as if someone actually cares that I was sold a brand new car that at this point has not been able to be fixed. |
| **What has Chrysler done right?** | The look and layout of the car has been well thought out. Mine has just not operated properly. |

| Detail on Low Rated Items | |
|---|---|
| **You rated seat adjustment and comfort Low. Use this space to provide any specific comments you would like to share.** | seat heaters not working well. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Media | |
|---|---|
| **Media** | CD.<br>Radio.<br>USB Connection.<br>AUX. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth> | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system phonebook does not work correctly.<br>Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Text messaging broken/not working | |
|---|---|
| **Do you have the Uconnect Access free form speech option?** | No. |
| **Please describe the trouble you experienced (check all that apply):** | Text is not displayed on screen. |

| Features/Controls/Displays>Features and Controls>Voice Activiation System>Voice Activation System works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):** | Phone.<br>Audio. |

| Heated seat temperature cannot be maintained | |
|---|---|
| **Please indicate which seat has trouble (check all that apply):** | Front passenger seat.<br>Driver's seat. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Owner Connect Website.<br>Registration.<br>Remote Features. |

| Registration | |
|---|---|
| **Registration** | Registration is difficult to understand/use. |

| Registration is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to understand.<br>Difficult to use. |
| **Plese indicate which registration method you attempted (check all that apply):** | Phone registration. |
| **Did you receive the registration email?** | Yes. |

| Owner Connect Website | |
|---|---|
| **Owner Connect Website** | Owner connect website dashboard is difficult to understand/use. |

| Owner connect website dashboard is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please describe the trouble you experienced (check all that apply):** | Learn & Use section documentation was unclear and/or insufficient. |

| USB Connection | |
|---|---|
| **Where is the location of the media port?** | Center console. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging broken/not working. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition> | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Seats>Adjustments and Controls> | |
|---|---|
| **Adjustments and Controls** | Seat heater is broken/not working. |

| Garage door opener | |
|---|---|
| **Garage door opener** | Garage door opener broken/not working. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/03/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C302310591 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M030491945 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 260985343 | ***Report Version*** | 2 | ***Open Date*** | 06/16/2014 |
| ***Close Date*** | 06/16/2014 | ***Narrative Date*** | 06/19/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Engine>Engine Fluids (leaks, excessive oil consumption)>Engine fluid leaks>

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | There were no oil stains on my garage and the other day I noticed some when I pulled my car out so I jumped out to investigate and found that the oil marks were still wet which means it's recent and the only car that parks there is the Jeep. Will be taking in to the dealer to be looked at. |
| **Which fluid is leaking?** | Engine oil. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Where does fluid appear to be leaking from?** | Not sure. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Engine>Engine Fuel consumption>Fuel consumption is worse than expected>

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | I've been using the avg. fuel consumption monitor on the display and with city driving it averages around 18. I was expecting closer to 20 for city driving. |
| **Additional Comments:** | It's possible that it may need time to break in a bit before the best mileage is seen from the engine. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Where do you do most of your driving?** | City/freeway rush hour driving (stop and go driving with a variety of speeds below 45 mph). |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | Yes. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

### Overview

| | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | I have high hopes for this vehicle. I had a 1994 Jeep Grand Cherokee that was a great car. I hope that this one will be as robust and even more capable than the last! So far the finishes and tech are far superior to any of the luxury SUV's. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | I've only downloaded the Uconnect app and the lag time between sending a command and the vehicle receiving it is nearly unacceptable. 5-10 minutes is in my opinion not good enough. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| | Yes. |

| Overview | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | |

| Features/Controls/Displays>Features and Controls>Reverse-Camera>Reverse-camera is broken/not working> | |
|---|---|
| **Please describe conditions when this trouble occurs:** | When I put the car in reverse and start moving. |
| **Additional Comments:** | I plan to bring this in to see if it can be fixed because it's awful. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate what type of trouble was experienced with the reverse-camera (check all that apply):** | For a vehicle this expensive I expected the image to be super clear but it's not very clear at all. In addition, it has a terrible flicker that makes the image really choppy and in my opinion dangerous as it defeats the purpose of having it. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | It tends to go off in parking decks often for some reason. Also it went off today when a car was making a turn and hit the breaks with two pulses (a warning maybe?) but I wasn't in danger of hitting the car. I was actually surprised it engaged the brakes. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | I didn't have anywhere to put this but I really like the idea of easy entry/exit where the steering wheel moves up and the seat goes back. Unfortunately I find that the seat goes WAY too far back. I'm a tall man at [redacted]" and I have trouble getting into the seat when it's that far back. Also, with regards to the lift gate, you really should put a proximity sensor in it so that it senses objects it is about to encounter like a garage door and stops the tailgate short of hitting the object. As of now if there is something there it will hit it. In the case of a concrete parking deck that could be some serious damage. Also, you should make your rear brake and turn signal lights LED for faster response times. Studies show it really does help prevent some rear end collisions and on a car this expensive it's a nice luxury touch as well. Also one thing that is AWFUL is the sun visor!!! When the visor is down and you go to put it back up it pops out of the clip and smacks you right in the face every time. How did someone not catch that? I would appreciate an updated clip that holds the visor better as an option to buy in the parts department to replace this junker. |
| **What has Chrysler done right?** | WOW! In my personal opinion you have created one of the most beautiful pieces of machinery on the road today. While you did cut corners in some areas, overall this is one excellent vehicle. All of my friends that have seen it and been in it have commented at how nice it is, it's great sound system and how awesome it looks on the outside. You've got the right overall design and now all you need to do is tweak the few things that you cut corners on and it will be a world class vehicle. Who gives a crap about Land Rover anymore? We've got JEEP! Also I LOVE my diesel!!!! Keep making them please. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **What are your favorite parts of your new vehicle?** | Exterior styling, interior design, technology as well as off road capability |
| **Is there anything about your new vehicle you would like to see changed?** | Was disappointed to see that the leather doesn't continue down the side of the seats but changes to fabric, also the gear shifter is awful. My dad refuses to drive the Jeep because of it and even after having the car fro close to two months now I still have trouble shifting into the correct gears. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Engine sound** | 5. |
| **Engine exhaust sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Brake responsiveness/effort** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Clarity of sound** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Integration with phones** | 5. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 5. |
| **Support for popular music/video formats** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Safety and visibility while driving** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |

| Detail on High Rated Items | |
|---|---|
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | This isn't the top of the line Harmon Kardon but honestly you would never know it. The stock system in the Overland is beyond excellent. |
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | No distortion or noise in the music. Wonderfully recreates the music the way it was meant to be heard. |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | Over all really good. |
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | I have an Android phone and it works perfectly with the system. |
| **You rated integration with media players High. Use this space to provide any specific comments you would like to share.** | I was really impressed that it started playing my music playlist on the phone automatically when I switched to the media screen. Super easy! |
| **You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.** | Does a great job rerouting based on traffic issues ahead. |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | This vehicle is shockingly gorgeous!! It's gets stares everywhere I go and all my friends have commented on how awesome it looks. |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | Beautiful deep cherry red with unreal metal flakes that sparkle like diamonds. |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | Overall it's perfect. The one thing I would like to see is to get rid of the little piece of black plastic under the headlight. It looks like a bandaid and isn't attractive. |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | Perfect. |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | Perfect. |
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | Perfect. |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | Love the auto high beams!! |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | Super nice inside. The leather dash is super stylish and much better than big hunks of plastic. |
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | Especially love the auto entry exit suspension. |
| | Super quiet inside and easy to converse with fellow passengers. |

| Detail on High Rated Items | |
|---|---|
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | Steers like a dream. I got in my parents' Ford Edge and felt like I was driving a brick down the road compared to my Jeep! |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | Easy process to buy. The only thing I would recommend is that the dealerships all need a sprucing now that some buyers like me will be coming from luxury dealerships that are much nicer. |
| **You rated the value of your new car High. Use this space to provide any specific comments you would like to share.** | Can't get another vehicle in the US with all of these features anywhere close to this price point. |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | I've always loved Jeep! I grew up riding in a Willy's! |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Adaptive cruise control. Where has this been all my life? I drove my car on a business trip and it was the best feature I've ever used for a road trip. Awesome. Thanks Jeep. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | I don't really have anything. I think that a few corners were cut that need to be fixed but once you clean those up this will be the best SUV on the market, luxury or not! |

| About You | |
|---|---|
| **What price did you pay for your vehicle?** | 49,680 |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | The price to features was much better on the Jeep than the much smaller Q5 |
| **What year were you born?** | [redacted] |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive.<br>Manufacturer?s website.<br>Previous experience with the vehicle/brand.<br>On-Line blogs or forums.<br>Automotive magazines. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: New.<br>BMW.<br>2014.<br>X5. |
| **Secondary vehicle in your household:** | Subaru.<br>1993.<br>SVX.<br>Secondary Household Vehicle: Purchased Used. |
| **Please indicate your ethnicity** | Caucasian. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | TL.<br>Acura.<br>2007.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Q5.<br>Audi.<br>2014.<br>Primary Considered Vehicle: New. |
| **Primary vehicle in your household:** | Jeep.<br>Grand Cherokee.<br>Primary Household Vehicle: Purchased New.<br>2013. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your highest education level** | 4 year college degree. |
| **How may children 17 or under live in your household?** | 0. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What is your total household income (before taxes)?** | $80,000 - $99,999. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |

| Contact Me> | |
|---|---|
| | No. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | |

| Seat heater controls are difficult to understand/use | |
|---|---|
| **Please indicate which seat has trouble (check all that apply):** | Front passenger seat.<br>Driver's seat. |
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | Controls require too much attention (must take eyes off the road) to operate. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Same goes for the heaters. Should make it a hard button on the dash. Lexus has a neat knob button that you turn one way for low medium and high ventilated seats and the other way for low medium and high heated seats. One button that controls both funtctions. |

| Engine>Engine Fluids (leaks, excessive oil consumption)> | |
|---|---|
| **Engine Fluids (leaks, excessive oil consumption)** | Engine fluid leaks. |

| Ventilated seat controls are difficult to understand/use | |
|---|---|
| **Please indicate which seat has trouble (check all that apply):** | Front passenger seat.<br>Driver's seat. |
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | you have to go into a menu to find the controls. Should be a hard button on the dash. |
| **Please indicate which of the following best describes your concern (check all that apply):** | You shouldn't have to go to a menu on the touch screen to find the controls. This is used so often it should have been a hard button. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Interior Climate Control.<br>Vehicle Exterior.<br>Engine.<br>Seats. |

| Seats>Adjustments and Controls> | |
|---|---|
| **Adjustments and Controls** | Seat heater controls are difficult to understand/use.<br>Ventilated seat controls are difficult to understand/use. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Reverse-Camera. |

| Features/Controls/Displays>Features and Controls>Reverse-Camera> | |
|---|---|
| **Reverse-Camera** | Reverse-camera is broken/not working. |

| Unpleasant interior smell/odor | |
|---|---|
| **Please indicate the unpleasant interior smell/odor (check all that apply):** | Not sure what the smell is and it doesn't happen often but occasionally it will smell slightly sweet and chemical coming from the vents. |

| Engine>Engine Fuel consumption> | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Interior Climate Control>Odor/smell> | |
|---|---|
| **Odor/smell** | Unpleasant interior smell/odor. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM8EC4[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/07/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C257307440 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M008482914 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 266380602 | ***Report Version*** | 1 | ***Open Date*** | 06/28/2014 |
| ***Close Date*** | 06/28/2014 | ***Narrative Date*** | 07/29/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Speakers have poor sound quality

| | |
|---|---|
| **Please indicate which speaker has trouble (check all that apply):** | All speakers in the vehicle. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Trouble with speaker occurs:** | At all volume levels. |
| **Please indicate which media sources were being played (check all that apply):** | Satellite Radio.<br>FM. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

### Entertainment/Navigation System/Connectivity>

| | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please tell us your cell phone model** | 4 |
| **Please choose your cell phone brand** | Apple. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Features/Controls/Displays.<br>Entertainment/Navigation System/Connectivity.<br>Steering, Handling, and Ride. |

### Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>

| | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

### Wifi Hot Spot Connection broken/not working

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please select which securities you have enabled on your phone (check all that apply):** | WPA. |

### Wifi Hot Spot Connection

| | |
|---|---|
| **Wifi Hot Spot Connection** | Wifi Hot Spot Connection broken/not working. |

### Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>

| | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | Navigation system provides wrong directions. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Navigation system gives wrong directions. |

### Hands-Free Phone / Bluetooth system voice activation doesnt recognize command

| | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### Voice Activation / Recognition doesnt recognize command

| | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Please describe when this trouble occurs:** | When entering information. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### Welcome>

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | No. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers have poor sound quality. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition> | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG6EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/12/2014 | ***Market*** | | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6030420124 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K041461046 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 262682801 | ***Report Version*** | 4 | ***Open Date*** | 06/30/2014 |
| ***Close Date*** | 06/30/2014 | ***Narrative Date*** | 07/29/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **What are your favorite parts of your new vehicle?** | front seats are very comfortable per fitting my age and height [redacted] years and [redacted] |
| **Seat adjustment and comfort** | 2. |
| **Clarity of sound** | 4. |
| **Integration with media players** | 4. |
| **Interior noise level while driving** | 4. |
| **Safety and visibility while driving** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Steering wheel adjustment** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Ease of getting into and out of vehicle** | 3. |
| **Fuel economy and driving range** | 3. |
| **Integration with phones** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Head/leg/foot room** | 2. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Rear seating leg space is much too short, read seat needs to be able to move back for our guests |
| **Vehicle storage and space usage** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

## Detail on High Rated Items

| | |
|---|---|
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | fun, but it will take some time to discover all the features and use them |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | I opt'd to NOT do the diesel engine option. Too much money and still a diesel smell to deal with plus the Odor control additive, nuts and $ 4,000 was nuts. 4,000 buy lots of gas for a simple engine. |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | Keep it neat a clean, smooth lines and mix chrome and paint carefully |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | this area can 'push' noise into the interior, which then causes the radio to be turned up... good job, very soft interior sounds. |
| **You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.** | very nice and smooth. |
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | Audio is ok, but the speakers seem to be a bit off, I will try to adjust the balance again...?? |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | first 4 wheel brakes since my A-8's, nice and smooth |
| **You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.** | My prior 2003 Ltd. still runs very well, gave it to my sister in-law with 150K. So i expect this new version of the Ltd. to perform just as well |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | well per my age, i do not need to wake up the neighbors with exhaust noise, just soft exhaust output |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | Wheel well trim kept the road noise down i think, good design to minimize wind noise. |

## No Concerns>

| | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | soft and solid ride.... quiet. Much nicer than my prior 2003 Ltd. BIG difference !! |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | numbers last dialed |
| **The Smartphone Application format is easy to understand and use** | 2 (disagree). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Yes to go over the electronics with my salesman who was very helpful, but I still need help |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Voice activation feature is touchy to use.... note when you are driving down the road all has to work without looking at the screen.... |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Information in the Smartphone Application is easy to find and access** | 2 (disagree). |

## About You

| | |
|---|---|
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | all the electronic features and options, a MUST |
| **How may children 17 or under live in your household?** | 0. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2003.<br>Grand Cherokee.<br>Jeep.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle in your household:** | Toyota.<br>2006.<br>Prius.<br>Primary Household Vehicle: Purchased New. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Primary vehicle you were considering:** | Volkswagen.<br>Primary Considered Vehicle: New.<br>Touareg. |

| About You | |
|---|---|
| **Please indicate your ethnicity** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What price did you pay for your vehicle?** | 48K |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

| Welcome> | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |

| What Can We Do Better?> | |
|---|---|
| **What has Chrysler done right?** | Great car, quality and it is a pleasure to drive. I have the V-6 and it goes just fine up to Vail, Colorado and back good power, and smooth engine with lack of noise. thank you. |
| **Feedback/Concerns:** | Keep making the car quiet and smooth, and the back seat leg area is too small, seats need to be able to move back, like the Chevy does now. If we take another couple to dinner and a movie it is too tight a fit to get in and sit per the lack of leg room. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | rear set leg room is much to limited for guests to enter and depart and ..... relax |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCTXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/02/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6065410773 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M094422859 | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 262820433 | ***Report Version*** | 4 | ***Open Date*** | 07/01/2014 |
| ***Close Date*** | 07/01/2014 | ***Narrative Date*** | 07/29/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What price did you pay for your vehicle?** | 48,890 |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2004.<br>Grand Cherokee.<br>Replaced Vehicle: Purchased New.<br>Jeep. |
| **Primary vehicle you were considering:** | MDX.<br>2014.<br>Acura.<br>Primary Considered Vehicle: New. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle in your household:** | 2014.<br>Grand Cherokee.<br>Primary Household Vehicle: Purchased New.<br>Jeep. |
| **What is your primary language?** | English. |
| **Please indicate your highest education level** | Graduate degree. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Previous experience with the vehicle/brand. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **What is your current marital status?** | [redacted]. |
| **Please indicate your ethnicity** | [redacted]. |
| **Please indicate your gender** | [redacted]. |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Ease of using system displays while driving** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Engine exhaust sound** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Vehicle storage and space usage** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What are your favorite parts of your new vehicle?** | Styling, Engine performance |
| **Clarity of sound** | 4. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Overview | |
|---|---|
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | The only complaint I have is with the forward collision warning system activating and braking the vehicle with no one in front of me. This has happened twice in 1500 miles. At this time, there is not a TSB to address it. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT1EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 10/28/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6252310768 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M247341350 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 266953434 | ***Report Version*** | 3 | ***Open Date*** | 07/23/2014 |
| ***Close Date*** | 08/03/2014 | ***Narrative Date*** | 08/06/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Other>

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe the other trouble you experienced:** | Auto braking is very, very, very sensitive. I like the collision avoidance system, but if I car in front it taking an exit while I'm behind them, it sometimes kicks in. On several occasions, this has almost caused the car behind me to hit me. |
| **Please describe conditions when this trouble occurs:** | Mostly, what I described above ... although, on two occasions, it auto braked out of the blue |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Other. |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBT2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/27/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6041410704 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M026491070 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 266192703 | ***Report Version*** | 1 | ***Open Date*** | 07/25/2014 |
| ***Close Date*** | 07/25/2014 | ***Narrative Date*** | 07/28/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What year were you born?** | [redacted] |
| **Please tell us about the vehicle you replaced (if applicable)** | 2006.<br>Aveo. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Recommendations from friends or family.<br>Vehicle test drive.<br>Dealership information.<br>On-Line blogs or forums. |
| **What price did you pay for your vehicle?** | $53,000 plus tax (around $60,000 total) |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | I have always wanted a Jeep. This was just the first time I could afford to buy one. |
| **Please indicate your gender** | [redacted]. |
| **Which of the following best describes the area you live in?** | Rural. |
| **What is your current marital status?** | [redacted] |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Interior noise level while driving** | 5. |
| **What are your favorite parts of your new vehicle?** | The appearance and the ride. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Brake responsiveness/effort** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine exhaust sound** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |

### Vehicle Exterior>Lights>

| | |
|---|---|
| **Lights** | Automatic high-beam headlights broken/not working. |

### Features/Controls/Displays>Features and Controls>Cruise control system>

| | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

### Overview

| | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |

| Overview | |
|---|---|
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | I tried to get an appointment with the dealer I purchased it from and they told me the next available appointment would be 2 months from the time I called. Considering one of the problems was a faulty integrated control unit for my Antilock Brakes, I did not want to wait 2 months. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | For the rear collision avoidance, I do not think it happens soon enough. I want the distance indicator to be a farther distance from the object for more reaction time. For the front, I do not get any notification- again, I think this is because of the issue regarding the front radar sensor. |

| Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system is broken/not working> | |
|---|---|
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | The ACC does not work at all- within 2 weeks of buying the car, I got the warning "ACC/FCW Unavailable- Wipe Front Radar Sensor." I also recieved a factory recall about the ACC. I have taken it to a Jeep Dealer twice to be fixed- both times that have said it was only for the warning to come back on. It does not allow the ACC to work and it sometimes affects the cruise control as well even if I do nto activate the ACC. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | Any time I drive, this warning comes on within minutes. |

| Detail on High Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | I was wildly excited about the automatic bright headlights...which promptly stopped working. |

| Automatic high-beam headlights broken/not working | |
|---|---|
| **Additional Comments:** | One of the issues that I have taken the car to the dealer for twice is for a screen that says "ACC/FCW Unavailable- Wipe Front Radar Sensor.' Both times I was told it was fixed only to have the warning turn back on within an hour of leaving the dealer. Since it is the front radar sensor, I imagine the lack of automatic headlights has something to do with that. |
| **Please indicate the trouble experienced with the automatic high-beam headlights (check all that apply):** | I can manually turn them on. When I bought the car, the screen behind the streeing wheel would say they were activated. Now, I can still turn them on but they do not turn off when another car comes like it did at first. |

| Automatic headlights broken/not working | |
|---|---|
| **Please describe the trouble you experienced:** | They sometimes turn on at random times- the only reason I notice is the insturmentation panel on the inside dims. |
| **Please describe conditions when this trouble occurs:** | I have not noticed any common trend. At first I thought it was when I went in to shadow, like maybe the car thought nightfall was coming. |

| What Can We Do Better?> | |
|---|---|
| **What has Chrysler done right?** | You made a car so sexy that I was willing to pay $60,000 for it. |

| Vehicle Exterior>Exterior Appearance/Paint:>Exterior moldings/trim pieces loose/misaligned/falling off> | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is loose. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | It is not so much the panel but the trim around the front camera. It fell off the first time about a week and a half after I bought it brand new. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Vehicle Exterior>Exterior Appearance/Paint:> | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| Vehicle Exterior>Fuel filler door/cap> | |
|---|---|
| **Fuel filler door/cap** | Fuel cap difficult to open/close. |

| Vehicle Exterior>Fuel filler door/cap>Fuel cap difficult to open/close> | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate which of the following best describes your concern (check all that apply):** | I do not know that open is the right word- it does not have a cap rather the capless system. I just find it very difficult to get the gas nozzle in- I am afraid I am going to break something. |

| Welcome> | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Vehicle Exterior. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Cruise control system. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/30/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6073410754 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M094422796 | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 267693749 | ***Report Version*** | 2 | ***Open Date*** | 07/29/2014 |
| ***Close Date*** | 08/09/2014 | ***Narrative Date*** | 08/12/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Features/Controls/Displays. |

### Overview

| | |
|---|---|
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

### Features/Controls/Displays>Displays and Instruments>

| | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Additional Comments:** | System goes off with little to no logic, often with no car within 100 yards. |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Contact Me>

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJM9EC[redacted] | **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| **Built Date** | 11/02/2013 | **Market** | U | US | **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| **Engine** | EXF | 3.0L V6 ECODIESEL ENGINE | | | **Serial#** | C080305068 | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | **Serial#** | M256345477 | |
| **Color** | PEP | DEEP AUBURN PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 267898843 | **Report Version** | 3 | **Open Date** | 08/10/2014 |
| **Close Date** | 08/11/2014 | **Narrative Date** | 08/14/2014 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### About You

| | |
|---|---|
| **What price did you pay for your vehicle?** | $50something. don't remember |
| **How may children 17 or under live in your household?** | 0. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2011.<br>EX35.<br>Infiniti.<br>Replaced Vehicle: Purchased New. |
| **Please indicate your highest education level** | Graduate degree. |
| **Primary vehicle in your household:** | Jeep.<br>2014.<br>Grand Cherokee.<br>Primary Household Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: New.<br>Cayenne.<br>2014.<br>Porsche. |
| **Secondary vehicle you were considering:** | Range Rover.<br>Land Rover.<br>2014.<br>Secondary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive.<br>NHTSA or IIHS safety ratings.<br>On-Line blogs or forums.<br>Consumer Reports ratings.<br>Edmunds.<br>Manufacturer?s website.<br>Automotive magazines.<br>the dealership could not answer some of my questions so I spoke with one of your engineers by phone. He was very helpful. |
| **What year were you born?** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **Please indicate your ethnicity** | [redacted] |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Which of the following best describes the area you live in?** | half time urban, half time rural |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | not a good value for money and not as good a performer as the GC |
| **What is your current marital status?** | [redacted]. |

### Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)>

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | driving around |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Why is the gear selector difficult to operate?** | Other (please describe). |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | your fancy shift lever that does not go anywhere is very cute but pointless and fussy. try shifting from N to D while at the end of a pull-through car |

| Transmission and Drivetrain>Automatic Transmission>Gear selector is difficult to operate (auto. trans.)> | |
|---|---|
| | wash or when trying to reverse while not looking at the shift lever (say in backing a trailer). good luck hitting the right gear. |

| Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call | |
|---|---|
| **Additional Comments:** | happens all the time (every call) whether I'm 4g or rural. people are annoyed when I call from the car. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **At other times during use does your phone have poor call quality?** | No. |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **Sound quality is poor: (check one)** | For the receiver of the call. |
| **Does the issue occur when speaking at regular volume?** | Yes. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | every call |

| Detail on Low Rated Items | |
|---|---|
| **You rated ease of using system displays while driving Low. Use this space to provide any specific comments you would like to share.** | hard to read non-backlighted controls during daylight hours |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.** | shifter is fussy. difficult to engage the desired gear |
| **You rated overall audio, entertainment, and navigation system impression Low. Use this space to provide any specific comments you would like to share.** | poor base, poor dynamic range in general |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | come on. I've spent almost two hours telling you about the engine hesitation, the worthless nav system, the complicated and difficult to see controls. call me. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesn't work/or is difficult to understand> | |
|---|---|
| **Additional Comments:** | I forgot to mention that the radio is endlessly "acquiring signal" in rural areas. |
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | The system sometimes does not reflect the actual conditions I find on the ground. Perhaps the data are just out of date by the time I arrive. Latency is a real problem with the system in general. my other vehicles are / have not been like this. |
| | depends upon the resolution (scale) selected, but it is difficult to read. Is the accident on the feeder or on the main lanes? is the congestion on the feeder or the main lanes? |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **If known, please tell us your software version** | iOS7.1.2(11D257) |
| **Please tell us your cell phone model** | iPhone 5 |
| **Please choose your cell phone brand** | Apple. |
| **Entertainment/Navigation System/Connectivity** | None |
| **Please choose your cell phone carrier** | Verizon Wireless. |

| AM/FM/HD/Satellite radio channels have poor or no reception | |
|---|---|
| **Additional Comments:** | It is better now that the dealership has "reupdated the stack" a few times. |
| **Please describe conditions when this trouble occurs:** | No radio, even when i select some other function and then select radio again. |
| **Please indicate which frequency band has trouble (check all that apply):** | Occasionally the radio will not work at all, usually in conjunction with the times the Navigation system freezes. Also, the system looses satellite signals from time to time. |
| | Occasionally the radio will not work at all, usually in conjunction with the times the Navigation system freezes. |
| | Occasionally the radio will not work at all, usually in conjunction with the times the Navigation system freezes. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Engine>Electronic Engine Controls (Check Engine)>Check Engine light indicated trouble> | |
|---|---|
| **Additional Comments:** | It may also have occurred on steep inclines when I use the brake and the acceperator at the same time, when there is no time to engage the technical assent / descent feature. I think you should disable this as a check engine light situation. |
| **Did you also experience an engine performance issue while the "Check Engine" light was on?** | No. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |

| Engine>Electronic Engine Controls (Check Engine)>Check Engine light indicated trouble> | |
|---|---|
| **Please describe conditions when this trouble occurs:** | The engine light has come on twice when the system senses that i have one foot on the accelerator and one on the brake. this may have occurred when the collision avoidance system senses a car turning into a parking lot a half block ahead while I'm travelling 50 mph in heavy traffic and the system jambs on the brakes. I hit the accelerator to avoid a rear end collision. it may also happen when - see below |
| **Was the "Check Engine" light your first indication there was trouble?** | Yes. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Additional Comments:** | sorry, pushing my time limit |

| Detail on High Rated Items | |
|---|---|
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | very smooth and responsive for a diesel. |
| **You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.** | as you'd expect from a ZF gearbox |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | very quiet for a diesel |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | I get a lot of complements on the rootbeer color paint job. |

| Features/Controls/Displays>Features and Controls>Reverse-Camera>Reverse-camera works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Additional Comments:** | would be nice to have a 360 degree wrap-around camera view, like infinities have had for years. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | you bet: eliminate the hesitation / stalling problem and improve the electronics |
| **Overall audio, entertainment, and navigation system impression** | 1. |
| **Clarity of sound** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Location and usefulness of interior lighting** | 2. |
| **Climate control operation (function and ease of use)** | 2. |
| **Vehicle storage and space usage** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | eveything mechanical and physical |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Ease of using system displays while driving** | 1. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 1. |
| **Integration with phones** | 2. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

| Radio | |
|---|---|
| **Radio** | AM/FM/HD/Satellite radio channels have poor or no reception. |

| Speakers have poor sound quality | |
|---|---|
| **Trouble with speaker occurs:** | At all volume levels. |
| **Please indicate which media sources were being played (check all that apply):** | Sound is tinny, hollow, and of narrow dynamic range.<br>Sound is tinny, hollow, and of narrow dynamic range.<br>Sound is tinny, hollow, and of narrow dynamic range.<br>People on the other end complain of very poor reception no matter where the vehicle is (in Texas) |
| **Please describe conditions when this trouble occurs:** | All conditions, all the time. It's just a crummy audio system. |
| **Please indicate which speaker has trouble (check all that apply):** | Sound is tinny in general. Not what one would expect from a 2014 GC Summit.<br>Very little base, even with the bass full up and treble full down. A disappointment for a vehicle of this caliber. |
| **Additional Comments:** | I remarked about the poor audio to the salesman during the first test drive, ... and he agreed with me. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Transmission and Drivetrain.<br>Interior Climate Control.<br>Entertainment/Navigation System/Connectivity.<br>Interior Trim/Storage/Windows.<br>Features/Controls/Displays. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working.<br>Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location.<br>Hard controls/menus: Front Screen Display: Other Concerns.<br>Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth> | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.<br>Hands-Free Phone / Bluetooth system has poor sound quality at far end. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Town names at most resolutions on the road, highway numbers at most resolutions on the road, no Interstate highway rest areas,<br>one small example: I could see the hotel just ahead, one block on a street that has been there for decades. The system directed me many blocks around a circuitous path to get there. I ignored it.<br>Incorrectly labels roads as private when they are public and have been for decades, incorrectly names roads (eg: says I'm on a rural road that is actually miles away), shows my vehicle icon way off the road (miles, up on the side of a mountain where there are no roads), shows my vehicle icon in the right place but does not realize that there is a state highway I'm driving on(so it looks like I'm going cross-country when I'm not), shows my vehicle icon miles away from where the vehicle is, sometimes on a course that will eventually cross the road I am actually on. This is dangerous, I |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| | travel alone in remote areas and one reason I bought the GC was because it can summon help if I am in an accident. I want the ambulance to come to where I am, not on the side of some mountain 15 miles away. |
| **Please indicate which navigation system item has trouble (check all that apply):** | I included this above. |
| | Please see above. |
| | I included this above. |
| | I included this above. |
| **Additional Comments:** | Please replace this system and make it available to all 2014 GC owners if technically possible. This is worthy of a recall and ripe for a class-action law suit (not by me, but there will be others) because it is dangerous and unnecessary. I want emergency vehicles to come to where I am and not where the Nav system thinks I am sometimes. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |
| | Navigation system works, but traffic information doesn?t work / or is difficult to understand. |
| | Points of Interest incorrect. |
| | Difficulty accessing Points of Interest. |
| | Points of Interest not well defined. |
| | Navigation system freezes-up/will not work. |

| Overview | |
|---|---|
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Please explain further about your choice to recommend your vehicle:** | The vehicle is terrific! The electronics suck.. the vehicle is way ahead of the stack and also of the power management systems. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Huh? Are you just trying to make this survey difficult or what? |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers have poor sound quality. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition> | |
|---|---|
| **Voice Activation / Recognition** | Voice Recognition Quick Tips Booklet is not helpful, or is difficult to use. |
| | Voice Activation / Recognition doesn't recognize command. |
| | Voice Recognition Quick Tips Booklet does not list enough detailed commands. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | When stating a name. |
| | yes I wait for the beep. otherwise nothing happens. |
| **Additional Comments:** | sorry, I need to press on the engine section. I have attempted to complete this survey 3 times before and it always timed out before I get to the real message you should want to know about - hesitation |

| Features/Controls/Displays>Features and Controls>Wipers and washers>Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location> | |
|---|---|
| **Please indicate which feature's controls are difficult to understand/use (check all that apply):** | see below |
| | see below |

| Features/Controls/Displays>Features and Controls>Wipers and washers>Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location> | |
|---|---|
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | inconsistent with all my other recent vehicles. It's okay to be different, if there is a valid reason. seems to me to be no valid reason here. |
| **Additional Comments:** | 10 minutes, eh? |
| **Please indicate which of the following best describes your concern (check all that apply):** | see below<br>see below |
| **Please indicate which feature's controls are in a poor location (check all that apply):** | see below<br>see below |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Wipers and washers.<br>Light switches/controls.<br>Reverse-Camera.<br>Sunroof/moonroof controls. |

| Welcome> | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | The main thing you should care about discussing is the profound hesitation of the GC diesel. Me too. The other things have to do with my safety (nav system), convenience (nav system, phone, visibility issues, etc), and comfort (HVAC, Radio, roof vent, etc) |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system freezes-up/will not work> | |
|---|---|
| **Please describe conditions when this trouble occurs:** | After stack Reupdate, the system freezes less often, but it still freezes whenever I plug in more than about 3 waypoints in a trip. It will not reset until i stop the engine and restart, and sometime it will not reset even then. If it doesn't freeze, it endlessly recalculates the route. |
| **Additional Comments:** | The navigation system is essentially worthless, and there's no excuse for that. All of my previous 8 or 10 vehicles were far superior. This system gives obviously bogus directions (directs you literally blocks away when the destination is dead ahead on a two-way public street), requires too many button pushes (7 button pushes to go from heads up to north up, or vice versa), no Interstate rest areas and no real provisions for adding them, pressing "-" once goes from a screen depicting the outer loop in Houston to a screen stretching from Houston all the way to San Antonio, with no intermediate steps, traffic is worthless, latency is unnecessarily long for everything, inadequate town names en route, difficult to modify a trip in progress, requires pressing the nav icon every time one uses the settings button or any other button and then goes back to nav, poor set up for storing favorites, asks me to confirm a destination and then provides no mechanism for doing so, endlessly recalculates the route, etc etc. I can go on, and will be happy to do so if you care enough to call me at [redacted] a mechanical engineer and gearhead. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Difficulty accessing Points of Interest | |
|---|---|
| **Additional Comments:** | I'm an hour into this 10 minute survey so don't have time for this one. I want to get to the real problem, pronounced hesitation of the diesel engine. |
| **Please describe the trouble with the Points of Interest within the Navigation system** | dumb |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **What button did you use?** | screen and steering wheel |
| **Please describe when this trouble occurs:** | that would be all the time in the climate where I live.<br>When stating a name. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | occasionally jambs on the brakes hard when someone turns into a parking lot a half block in front of you. danger of a rear end wreck. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | many controls are hard to see in this vehicle. |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | I gave up so can't be specific. |

| Engine>Engine Driveability (stumbles/hesitates/surges)> | |
|---|---|
| **Engine Driveability (stumbles/hesitates/surges)** | Engine stumbles/hesitates/surges. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | 1. You did not ask me about the one thing you really should know about. All of the diesel GC's I have driven exhibit a profound hesitation, to the point of being more correctly a stall. This is serious and my dealer knows about it but seems unable to do anything about it. I would be pleased to discuss it with one of your engineers in detail. You really do need to fix it. call me at [redacted], P.E (Ret) 2. This is not a 10 minute survey, unless you really don't want / expect to gain any actionable information. |
| **What has Chrysler done right?** | Built an excellent, even elegant vehicle, perfect for my needs (but with an awful suite of electronics). Help! |

| Points of Interest not well defined | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | correct - not well defined |

| Interior Climate Control>Operation and Performance>Air conditioner takes too long to get cold> | |
|---|---|
| **Additional Comments:** | takes a long time sometime, in almost any situation. main concern is lack of stability (temp fluctuates) and granularity of the controls (a degree up or down results in a blast of cool or (especially) hot (hot) air. |

| Interior Trim/Storage/Windows>Operation and Functionality> | |
|---|---|
| **Operation and Functionality** | Center console is difficult to open/close. |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Clock works properly, but is difficult to understand/use; controls/displays are in a poor location.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Transmission and Drivetrain>Automatic Transmission> | |
|---|---|
| **Automatic Transmission** | Gear selector is difficult to operate (auto. trans.). |

| Interior Trim/Storage/Windows>Operation and Functionality>Center console is difficult to open/close> | |
|---|---|
| **Additional Comments:** | would be nice to have a little lip around the perimeter of the console so we can place small objects temporarily, as say at a drive through. as it is now, whatever we place on the console roles off and disappears. |

| Features/Controls/Displays>Displays and Instruments>Clock works properly, but is difficult to understand/use; controls/displays are in a poor location> | |
|---|---|
| **Additional Comments:** | would be nice to have an always-on clock |

| Engine>Electronic Engine Controls (Check Engine)> | |
|---|---|
| **Electronic Engine Controls ('Check Engine')** | "Check Engine" light indicated trouble. |

| Interior Climate Control>Operation and Performance> | |
|---|---|
| **Operation and Performance** | Air conditioner takes too long to get cold. |

| Sunroof/moonroof works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | would be nice to be able to open the roof vent with the roof shade only partially open to let out hot air without exposing the entire interior to sunlight. |
| **Please indicate which feature your vehicle is equipped with:** | Sunroof/Moonroof. |

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | radio goes off and won't come back on or endlessly says it is "reacquiring signal" |

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Media | |
|---|---|
| **Media** | Radio. |

| Features/Controls/Displays>Features and Controls>Wipers and washers> | |
|---|---|
| **Wipers and washers** | Rain sensing wiper controls work properly, but difficult to understand/use; in a poor location.<br>Rear window wiper/washer controls work properly, but difficult to understand/use; in poor location.<br>Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.<br>Touchscreen Controls/Menu: Front Screen Display: Other Concerns.<br>Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location. |

| Features/Controls/Displays>Features and Controls>Reverse-Camera> | |
|---|---|
| **Reverse-Camera** | Reverse-camera works properly, but difficult to understand/use; controls in a poor location. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/23/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6139410308 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M080416652 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 268919319 | ***Report Version*** | 4 | ***Open Date*** | 08/11/2014 |
| ***Close Date*** | 08/22/2014 | ***Narrative Date*** | 08/28/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Continuous Quality Insight

| | |
|---|---|
| **Continuous Quality Insight** | Other.<br>Features/Controls/Displays. |

### Overview

| | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone only. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Have you requested a paper version of the owner manual?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Please let us know why you have not referred to the Owner's Manual? (check all that apply)** | Other (please describe). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |

### Other>

| | |
|---|---|
| **Please describe the other trouble you experienced:** | Automatic braking software is troublesome. Engages and brakes when making a accelerating pass. Causes dangerrous situtation. I need to disengage. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Any time trying to change lanes with acceleration |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

### Contact Me>

| | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | How to turn off collision avoidance |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

### Welcome>

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM5EC3[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/01/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C080305110 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M256312814 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 268133617 | ***Report Version*** | 3 | ***Open Date*** | 08/13/2014 |
| ***Close Date*** | 08/13/2014 | ***Narrative Date*** | 08/18/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Detail on High Rated Items

| | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Adaptive cruise is great. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Integration with phones** | 3. |
| **Integration with media players** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine exhaust sound** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Clarity of sound** | 4. |
| **Navigation system route accuracy** | 4. |
| **What are your favorite parts of your new vehicle?** | diesel engine |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Support for popular music/video formats** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine performance during acceleration** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | gear selector |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Location and usefulness of interior lighting** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Brake responsiveness/effort** | 5. |

| About You | |
|---|---|
| **Secondary vehicle in your household:** | Accord Hybrid.<br>Secondary Household Vehicle: Purchased New.<br>Honda.<br>2005. |
| **Primary vehicle in your household:** | CT 200h.<br>2012.<br>Lexus.<br>Primary Household Vehicle: Purchased New. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | On-Line blogs or forums.<br>Manufacturer?s website.<br>Vehicle test drive. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Foreign Manufacturer |
| **Primary vehicle you were considering:** | 2014.<br>Primary Considered Vehicle: New.<br>X5.<br>BMW. |
| **How may children 17 or under live in your household?** | 3-4. |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Urban. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased New.<br>Volkswagen.<br>2012.<br>Touareg. |
| **Please indicate your highest education level** | Trade / technical school. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **What year were you born?** | 1[redacted]1 |
| **What price did you pay for your vehicle?** | 51000 |
| **Please indicate your ethnicity** | [redacted]. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Brake System.<br>Features/Controls/Displays. |

| Features/Controls/Displays>Features and Controls>Voice Activiation System>Voice Activation System works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):** | its all from the same button on the steering wheel |
| **Additional Comments:** | button in bad location |
| **Please indicate which of the following best describes your concern (check all that apply):** | I inadvertently hit it at least once a week when turning the wheel |

| Overview | |
|---|---|
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Stew Hansens service department needs better management. Setting up appointments appears only to be there to make me feel good, they work on it on their time not mine. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |

| Overview | |
|---|---|
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | text integration with I Phone |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Texting not compatible with I Phone. Really? Works well with Blackberry - I'm sure its hard to keep up with technology but Blackberrys are dead and IPhones are dominant. |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

| Brake System>Brake Noise>Brakes are excessively noisy> | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | Clear/dry road conditions. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | does not happen all the time |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Low speeds (1-25 MPH). |
| **What does the noise sound like?** | Squeak/squeal. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **What area of the vehicle is the brake noise coming from?** | Front Brakes. |

| Welcome> | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | Fly by wire Shifter is hard to master. Still have not done so after 15000 miles. |
| **What has Chrysler done right?** | Its a great vehicle. The European influence is really noticeable and appreciated. Handling, power, details, etc. |

| Features/Controls/Displays>Features and Controls>Voice Activiation System> | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | I turned off emergency braking feature. It has engaged multiple times when it was not needed. However, I don't mind as the adaptive cruise is awesome. I also get the influence of attorneys and am just happy to have these options. |

| Brake System>Brake Noise> | |
|---|---|
| **Brake Noise** | Brakes are excessively noisy. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Voice Activiation System. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG3EC2[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/31/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6141310797 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K149363017 | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 268919929 | ***Report Version*** | 4 | ***Open Date*** | 08/21/2014 |
| ***Close Date*** | 08/21/2014 | ***Narrative Date*** | 08/28/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system is broken/not working>

| | |
|---|---|
| **Additional Comments:** | I believe it is a design flaw in positioning the front sensor or it needs redundant sensors. Any dust, rain, snow, bug, anything at all gets on the glass ball and it won't work. Can't go many miles without it telling me the collision system is not available, wipe it. Really like Adaptive CC the few minutes or perfect day when it does function - disappointing to pay for it and not have it work better. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

### Difficulty accessing Points of Interest

| | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Limited POI brands or items found |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Additional Comments:** | This feature is the single biggest fail of the entire vehicle. Needs significant improvement or should be refunding the cost to owners. It is near worthless and annoying because it would be great. |

### Points of Interest not well defined

| | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Too limited in ability to search for generics |
| **Additional Comments:** | Can find "coffee" but not "auto parts" for example. Needs more categories and even some brand names seem lacking. |

### Voice Activation / Recognition finishes before completing a command

| | |
|---|---|
| **What button did you use?** | voice command |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe when this trouble occurs:** | Generally when I hesitate too long it assumes I'm done. |

### Overview

| | |
|---|---|
| **Printed User Guide covers the necessary features** | 2 (disagree). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | No clear instructions for towing a trailer. What do I do with the transmission settings (turn off fuel efficiency mode? use the paddles?) |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Overview | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Cruise control system. |

| Via Mobile works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Just launching it is a pain. I can Bluetooth my phone and just use it so why would I ever want this app? GIVE ME A WAY TO DELETE IT PLEASE! |
| **Please indicate which feature(s) of Via Mobile are difficult to understand/use (check all that apply):** | Pandora. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Entertainment/Navigation System/Connectivity.<br>Transmission and Drivetrain. |

| Entertainment/Navigation System/Connectivity>Voice Activation/Recognition> | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition finishes before completing a command.<br>Voice Activation / Recognition doesn't recognize command.<br>Voice Recognition feature does not have enough functions available. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions> | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | In traffic it recommends to exit the highway just to get right back on the highway. It doesn't account for the fact that re-entry is metered and actually is a slower path. Doesn't seem to be aware at all about non-highway traffic. Almost useless in rush hour. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe when this trouble occurs:** | Seems to be good most of the time but hard when there is road noise |
| **What button did you use?** | voice command |

| Transmission and Drivetrain>Automatic Transmission> | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions. |

| Features/Controls/Displays>Features and Controls>Cruise control system> | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

| Entertainment/Navigation System/Connectivity> | |
|---|---|
| **Please tell us your cell phone model** | iPhone 5 |

| Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions> | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | update to software seemed to fix it - no longer a problem. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Points of Interest not well defined. |

| Via Mobile | |
|---|---|
| **Via Mobile** | Via Mobile works properly, but is difficult to understand/use. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM8EC3[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/11/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C273308670 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M316366454 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted]0 | ***System Key*** | 268920363 | ***Report Version*** | 4 | ***Open Date*** | 08/21/2014 |
| ***Close Date*** | 08/21/2014 | ***Narrative Date*** | 08/28/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>

| | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | Car can jerk forward sometimes or long delay getting going |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Normal acceleration.<br>Hard acceleration. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Not sure. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Interior noise level while driving** | 2. |
| **Location and usefulness of interior lighting** | 4. |
| **Brake responsiveness/effort** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Engine performance during acceleration** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Integration with phones** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Climate control operation (function and ease of use)** | 3. |
| **Clarity of sound** | 4. |
| **Integration with media players** | 4. |
| **Support for popular music/video formats** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Appearance of exterior paint** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Ease of getting into and out of vehicle** | 3. |
| **Engine sound** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Seat adjustment and comfort** | 4. |
| **Navigation system route accuracy** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears> | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | Third gear shifting down seems to delay sometimes. Engine winds |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Sometimes when slowing down. Car will not shift. Engine whines |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| About You | |
|---|---|
| **Trade-in allowance** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Dealership treatment** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Please tell us about the vehicle you replaced (if applicable)** | Murano.<br>Replaced Vehicle: Purchased New.<br>2011.<br>Nissan. |
| **When considering this vehicle** | Test drive the vehicle.<br>Research online.<br>Visit the dealership. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Online reviews |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: New.<br>2014.<br>Nissan.<br>Pathfinder. |
| **Please indicate your occupation.** | Professional Specialty. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Vehicle styling** | 4. |
| **Vehicle availability** | 5. |
| **Vehicle quality** | 5. |
| **How may children 17 or under live in your household?** | 0. |
| **Convenience of dealership location** | 2. |
| **Price** | 3. |
| **Financing options** | 5. |
| **What year were you born?** | [redacted] |
| **What price did you pay for your vehicle?** | 49000 |
| **What is your average miles per gallon (MPG) with your vehicle?** | 25-26 mpg. |
| **Ability to test drive** | 4. |
| **Vehicle performance** | 4. |
| **Vehicle fuel economy** | 5. |
| **Please indicate your ethnicity** | [redacted]. |

| About You | |
|---|---|
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | Male. |
| **What is your current marital status?** | Married. |

| Overview | |
|---|---|
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **What have you used to view your DVD? (check all that apply)** | Home DVD Player. |
| **Did you review the Printed User Guide?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Please rate your overall level of satisfaction with the DVD** | 4 (satisfied). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Sometimes crashes on the iphone |
| **DVD format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information on the DVD is easy to find and access** | 3 (neither agree nor disagree). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |

| Brake System>Brake Operation>Brake pedal feels mushy/soft> | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | All speeds. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Brakes sometime appear to be very 'hard'. They work but seem to feel like they will not |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **Please describe conditions when this trouble occurs:** | Mostly just after adaptive cruise control |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Front heating, ventilation and air conditioning controls are broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please indicate which control is broken/not working properly (check all that apply):** | Settings I have will not stay and will need to be put back when I start the vehicle. Like ventilated seats or heated seats |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Front heating, ventilation and air conditioning vents are broken/not working | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which control is broken/not working properly (check all that apply):** | Sometimes the setting are not saved and need to be reset when starting the car |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Seats.<br>Brake System.<br>Interior Climate Control.<br>Transmission and Drivetrain. |

| Seats>Seat Material> | |
|---|---|
| **Seat Material** | Seat material is sagging/loose/parting seams. |

| Seat material is sagging/loose/parting seams | |
|---|---|
| **Please indicate which seat is sagging/loose/parting seams (check all that apply)** | Leather does not appear to be 'tight'. Appears to fold over and will probably crack at some point |

| Interior Climate Control>Operation and Performance> | |
|---|---|
| **Operation and Performance** | Front heating, ventilation and air conditioning vents are broken/not working. |

| Brake System>Brake Operation> | |
|---|---|
| **Brake Operation** | Brake pedal feels mushy/soft. |

| Interior Climate Control>Controls and Switches> | |
|---|---|
| **Controls and Switches** | Front heating, ventilation and air conditioning controls are broken/not working. |

| Transmission and Drivetrain>Automatic Transmission> | |
|---|---|
| **Automatic Transmission** | Hesitation or delay when shifting between gears.<br>Shift between gears is rough/harsh under normal driving conditions. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/22/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C348314475 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M324368466 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 269185823 | ***Report Version*** | 4 | ***Open Date*** | 08/26/2014 |
| ***Close Date*** | 08/26/2014 | ***Narrative Date*** | 09/02/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Convenience of dealership location** | 1. |
| **Financing options** | 1. |
| **Primary vehicle you were considering:** | 2014.<br>Audi.<br>A6.<br>Primary Considered Vehicle: New. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Please tell us about the vehicle you replaced (if applicable)** | 5 Series.<br>BMW.<br>Replaced Vehicle: Purchased Used.<br>2000. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Secondary vehicle you were considering:** | BMW.<br>2014.<br>5 Series.<br>Secondary Considered Vehicle: New. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your occupation.** | [redacted]. |
| **Please indicate your gender** | [redacted]e. |
| **What is your current marital status?** | [redacted]. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **What price did you pay for your vehicle?** | $52,000 |
| **Trade-in allowance** | 1. |
| **Primary vehicle in your household:** | 2004.<br>Grand Cherokee.<br>Jeep.<br>Primary Household Vehicle: Purchased New. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **When considering this vehicle** | Research online. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What year were you born?** | 1960 |
| **How may children 17 or under live in your household?** | 0. |
| **Price** | 1. |
| **Ability to test drive** | 1. |
| **Vehicle fuel economy** | 1. |
| **Please indicate your highest education level** | Graduate degree. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Needed 4 Wheel drive tow vehicle |
| **Vehicle availability** | 1. |
| **Dealership treatment** | 1. |
| **Vehicle quality** | 1. |

| About You | |
|---|---|
| **Vehicle styling** | 1. |
| **Vehicle performance** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ease of using system displays while driving** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Support for popular music/video formats** | 4. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Integration with phones** | 3. |
| **Clarity of sound** | 4. |
| **Integration with media players** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Head/leg/foot room** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Brake responsiveness/effort** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **What is your attitude overall towards your new car?** | 4. |

| Overview | |
|---|---|
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Owner's Information DVD?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |

| Overview | |
|---|---|
| **Did you review the Printed User Guide?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Media | |
|---|---|
| **Media** | Radio. |

| Welcome> | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Can't turn radio off Volume on bluetooth phone connection very loud when ringing Always having to clean the radar senor for the collision warning system |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays. |

| What Can We Do Better?> | |
|---|---|
| **What has Chrysler done right?** | Great vehicle. On par with X-5 and Q7 |
| **Feedback/Concerns:** | There is no way to turn the radio off. All I can do is mute it. If there is a way to turn it off it is not well documented or easy to find in the manuals. The radar sensor in the front is always calling for it to be cleaned. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM6EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/09/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C074304754 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M273351447 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 270058327 | ***Report Version*** | 5 | ***Open Date*** | 08/27/2014 |
| ***Close Date*** | 09/07/2014 | ***Narrative Date*** | 09/12/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Touchscreen Controls/Menu: Front Screen Display: Other Concerns

| | |
|---|---|
| **Additional Comments:** | There is no way to shut off the radio, only an ability to mute it. Ought to be a way that audio is disabled at startup. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe the other trouble you experienced:** | Radio always comes on at start |

### Brakes do not have enough stopping power; brake pedal requires too much effort

| | |
|---|---|
| **Additional Comments:** | This large a car just needs larger brake hp |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | All speeds. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Light braking. |

### Overview

| | |
|---|---|
| **DVD format is easy to understand and use** | 2 (disagree). |
| **Information on the DVD is easy to find and access** | 2 (disagree). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Printed User Guide covers the necessary features** | 1 (strongly disagree). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | Make it model specific. If i purchase a diesel i don't need gas engine information |
| **Please rate your overall level of satisfaction with the DVD** | 2 (dissatisfied). |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |

### Media

| | |
|---|---|
| **Media** | Radio. |

### Voice Activation / Recognition doesnt recognize command

| | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | Yes. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What button did you use?** | VR steering wheel |
| **Please describe when this trouble occurs:** | When entering information. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| | When stating a name. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Entertainment/Navigation System/Connectivity. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes do not have enough stopping power; brake pedal requires too much effort. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone brand** | Apple. |
| **Please choose your cell phone carrier** | Verizon Wireless. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJMXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/23/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C095306073 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M271316864 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 270642123 | ***Report Version*** | 5 | ***Open Date*** | 09/03/2014 |
| ***Close Date*** | 09/14/2014 | ***Narrative Date*** | 09/19/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Features and Controls

| | |
|---|---|
| **Features and Controls** | Cruise control system. |

### Cruise control system is broken/not working

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Please describe conditions when this trouble occurs:** | Always |
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | ACC says the sensor is dirty and needs to be wiped. The sensor is clean. |

### Overview

| | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Please provide feedback on how Chrysler can improve the DVD** | Please stop supplying the DVD. Just give me a traditional owners manual. |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Which automotive publications do you subscribe to? (check all that apply)** | JP |
| **Please explain further about your choice to recommend your vehicle:** | The Grand Cherokee has been plagued by minor problems and has spent to much time in the shop for repair for me to recommend it. |
| **DVD format is easy to understand and use** | 2 (disagree). |
| **Please rate your overall level of satisfaction with the DVD** | 2 (dissatisfied). |
| **Information on the DVD is easy to find and access** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | I found little utility in using the smart phone app and have deleted it. |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |

## Overview

### Contact Me

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Vehicle Exterior.<br>Features/Controls/Displays. |

### Exterior moldings/trim pieces loose/misaligned/falling off

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is loose. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | The wheel well trim was separating from the car. The dealer fixed the issue. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Head/leg/foot room** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **What are your favorite parts of your new vehicle?** | The diesel engine |
| **Ease of using system displays while driving** | 3. |
| **Ease of getting into and out of vehicle** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Integration with phones** | 5. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Clarity of sound** | 4. |
| **Integration with media players** | 4. |
| **Interior noise level while driving** | 4. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Climate control operation (function and ease of use)** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |

### Displays and Instruments

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| Cruise control system | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM1EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 09/27/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C049301905 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M207399431 | |
| ***Color*** | PGZ | BLACK FOREST GREEN PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 270319800 | ***Report Version*** | 5 | ***Open Date*** | 09/09/2014 |
| ***Close Date*** | 09/09/2014 | ***Narrative Date*** | 09/16/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Please indicate your occupation.** | Professional Specialty. |
| **When considering this vehicle** | Research online.<br>Interact with dealership by email.<br>Test drive the vehicle.<br>Visit the dealership.<br>Interact with dealership by phone. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What price did you pay for your vehicle?** | 58,000 |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | The availability of safety options like ACC/FCW and blind spot detection |
| **Ability to test drive** | 2. |
| **Please indicate your ethnicity** | [redacted] |
| **Primary vehicle in your household:** | Grand Cherokee.<br>Jeep.<br>2014.<br>Primary Household Vehicle: Purchased Used. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your highest education level** | Other (please specify). |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Previous experience with the vehicle/brand. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2010.<br>Replaced Vehicle: Purchased Used.<br>Dodge.<br>Ram 3500. |
| **Secondary vehicle you were considering:** | 2014.<br>Ford.<br>Secondary Considered Vehicle: Used.<br>Explorer. |
| **Vehicle styling** | 4. |
| **Vehicle quality** | 5. |
| **Financing options** | 1. |
| **Vehicle availability** | 2. |
| **Trade-in allowance** | 4. |
| **Dealership treatment** | 5. |
| **What is your primary language?** | English. |
| **Secondary vehicle in your household:** | Jeep.<br>Secondary Household Vehicle: Purchased Used.<br>Grand Cherokee.<br>2014. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please indicate your occupation status.** | Employed. |
| **Primary vehicle you were considering:** | Explorer.<br>Ford.<br>2014.<br>Primary Considered Vehicle: Used. |
| **Please indicate your gender** | [redacted] |

| About You | |
|---|---|
| **What is your current marital status?** | Married. |
| **Price** | 4. |
| **Vehicle fuel economy** | 4. |
| **Vehicle performance** | 5. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Convenience of dealership location** | 2. |

| Cruise control system is broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Whenever the car is driven |
| **Additional Comments:** | You need to get me a new car! The car is only 8 months old and has 2200 miles on the odometer and 700 of this miles the dealership has put on the vehicle trying to fix the problem. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | ACC constantly shuts itself off with the following error "Adaptive Cruise Contro/ FCW unavailable. Clean sensor." The sensor is completely clean. The vehicle has been in 12 times in 8 months and the dealer can not fix and the factory has been unable to provide a remedy. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | It should not be this difficult to get a brand new car fixed and operating as designed |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop.<br>Home DVD Player.<br>Vehicle DVD Player. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Motor Trend.<br>Road and Track.<br>Car and Driver. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Please rate your overall level of satisfaction with the DVD** | 3 (neither satisfied nor dissatisfied). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **DVD format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information on the DVD is easy to find and access** | 3 (neither agree nor disagree). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes.<br>ACC/FCW being inoperable |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | A brand new car should not need to go in for 12 times to get the ACC/FCW working and still not have it work. It is a safety issue. |
| **You rated climate control operation (function and ease of use) Low. Use this space to provide any specific comments you would like to share.** | The AUTO setting is useless. An example: It is 65 degrees outside, the sun is beating down so the interior is hot. Setting the AUTO to 72 degrees and the heater in the car comes on. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **What are your favorite parts of your new vehicle?** | Navigation |
| **What is your attitude overall towards the BRAND of your new car?** | 2. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine exhaust sound** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Head/leg/foot room** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Climate control is awful |
| **Climate control operation (function and ease of use)** | 1. |
| **Clarity of sound** | 3. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Integration with media players** | 5. |
| **Navigation system route accuracy** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **What is your attitude overall towards your new car?** | 1. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Engine sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Vehicle Issues/Things Gone Wrong |
|---|

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

| Cruise control system | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Get my Jeep repaired or get me a new one! |

| Features and Controls | |
|---|---|
| **Features and Controls** | Cruise control system. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECG3EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | |
| ***Built Date*** | 03/19/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6071411380 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K073463304 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 270423301 | ***Report Version*** | 5 | ***Open Date*** | 09/10/2014 |
| ***Close Date*** | 09/10/2014 | ***Narrative Date*** | 09/17/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### No Concerns

| | |
|---|---|
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **Did you review the Owner's Information DVD?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Recall for Adaptive Cruise Control |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |

### About You

| | |
|---|---|
| **Please tell us about the vehicle you replaced (if applicable)** | BMW.<br>3 Series.<br>2012.<br>Replaced Vehicle: Purchased Used. |
| **Primary vehicle you were considering:** | BMW.<br>Primary Considered Vehicle: Used.<br>2014.<br>X5. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Ability to test drive** | 3. |
| **Financing options** | 4. |
| **Vehicle availability** | 3. |
| **What is your current marital status?** | [redacted]. |
| **When considering this vehicle** | Visit the dealership.<br>Interact with dealership by email.<br>Test drive the vehicle.<br>Research online. |
| **Vehicle performance** | 4. |
| **Vehicle fuel economy** | 4. |
| **Price** | 5. |

## About You

| | |
|---|---|
| **Please indicate your gender** | Male. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **What price did you pay for your vehicle?** | 425000 |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **Dealership treatment** | 4. |
| **Vehicle styling** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Automotive magazines.<br>Manufacturer?s website.<br>Vehicle test drive. |
| **What is your primary language?** | English. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **Which of the following best describes the area you live in?** | Urban. |
| **Convenience of dealership location** | 3. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your occupation.** | Technical Specialty. |
| **Trade-in allowance** | 3. |
| **Vehicle quality** | 4. |
| **Please indicate your ethnicity** | [redacted]. |

## Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **Clarity of sound** | 4. |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | ACC continue to work when traffic comes to a complete stop |
| **Seat adjustment and comfort** | 4. |
| **Integration with media players** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine exhaust sound** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **How do you feel about the durability of your new vehicle?** | 5. |
| **What are your favorite parts of your new vehicle?** | All the tech features |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Integration with phones** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Everything else about the vehicle has met or gone above my expectations. Props! |
| **Feedback/Concerns:** | Before the Adaptive Cruise Control reprogramming, it wouldn't disengage if traffic came to a complete stop. This was incredible. Now it will cancel the ACC after 5 or so seconds. This was a bummer. I want my old programming back :( |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/09/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6093310739 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K098363018 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 270526185 | ***Report Version*** | 5 | ***Open Date*** | 09/11/2014 |
| ***Close Date*** | 09/11/2014 | ***Narrative Date*** | 09/18/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Which, if any, influenced your purchase decision? (check all that apply):** | Automotive magazines.<br>Manufacturer?s website.<br>Previous experience with the vehicle/brand.<br>On-Line blogs or forums.<br>NHTSA or IIHS safety ratings.<br>Vehicle test drive. |
| **Secondary vehicle in your household:** | Challenger.<br>Secondary Household Vehicle: Purchased Used.<br>Dodge. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Please indicate your occupation.** | [redacted]. |
| **Primary vehicle you were considering:** | Jeep.<br>2014.<br>Wrangler Unlimited.<br>Primary Considered Vehicle: Used. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used.<br>2014.<br>Jeep.<br>Grand Cherokee. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased Used.<br>300.<br>Chrysler.<br>2012. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Please indicate the primary driver's age.** | [redacted]. |
| **Vehicle styling** | 5. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership.<br>Research online. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **What price did you pay for your vehicle?** | 50000 |
| **Vehicle availability** | 1. |
| **Trade-in allowance** | 1. |
| **Dealership treatment** | 1. |
| **What is your primary language?** | English. |
| **What year were you born?** | [redacted] |
| **Convenience of dealership location** | 1. |
| **Financing options** | 1. |
| **Price** | 1. |
| **Ability to test drive** | 1. |

| About You | |
|---|---|
| **Vehicle fuel economy** | 3. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Vehicle quality** | 1. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted]n. |

| Overview | |
|---|---|
| **Which automotive publications do you subscribe to? (check all that apply)** | Car and Driver.<br>Automobile.<br>Motor Trend.<br>Road and Track. |
| **Did you review the Owner's Information DVD?** | No. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Please explain further about your choice to recommend your vehicle:** | I love it except for the engine/transmission issue and the Bluetooth volume. The quality of materials and build quality is significantly higher than any of my past CFJ vehicles. The GC handles beautifully, is great in every situation I've put it in, and turns heads to boot. |
| **Did you review the Printed User Guide?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | You have to go through the menu in order to "Sync" the front seat controls rather than having a simple button available in the center stack near the other manual climate control options. |
| **Please indicate which heating, ventilation and air conditioning controls are difficult to understand/use; are in a poor location (check all that apply):** | sync for the dual-zone front seat |

| Engine stumbles/hesitates/surges | |
|---|---|
| **What best describes the engine drivability trouble? (check all that apply):** | stepping on the accelerator is always an adventure. throttle position doesn't seem to matter, and there's always a lag between pedal push and power delivery. Once the engine detects the input, delivery is unpredictable. Not sure if it's an engine or transmission issue, but it can be dangerous in congested traffic situations. |
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | |

| Controls and Switches | |
|---|---|
| **Controls and Switches** | Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front Screen Display: Other Concerns. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Engine.<br>Seats.<br>Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays.<br>Steering, Handling, and Ride.<br>Transmission and Drivetrain. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | maps are not updated for roads that are open in 2014, and have been under construction and development for years. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Clarity of sound** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Engine performance during acceleration** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Interior noise level while driving** | 4. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **What are your favorite parts of your new vehicle?** | 4WD with the different settings, particularly with the last hard winter |
| **Is there anything about your new vehicle you would like to see changed?** | Not having to push on the brake to shift from neutral to drive - I've been nearly rear-ended coming out of car washes 3 times. |
| **Safety and visibility while driving** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Integration with media players** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Navigation system route accuracy** | 3. |
| **Integration with phones** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

| Speakers are not loud enough | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Please describe conditions when this trouble occurs:** | all the time |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Additional Comments:** | For some reason, the Bluetooth telephone connection volume has to be really high to hear the other caller when driving at highway speeds. I have to have the telephone caller volume at 28-32 but the normal radio is fine at 12-14. |
| **Trouble with speaker occurs:** | At all volume levels. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone brand** | Apple. |
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **If known, please tell us your software version** | |
| **Please tell us your cell phone model** | iPhone 4S |

| Shifts at wrong times | |
|---|---|
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Tires show excessive or uneven tread wear | |
|---|---|
| **Where does the excessive or uneven tread wear appear on the tire?** | Other (please describe). |
| **Additional Comments:** | I get my tires rotated regularly and at 24,000 miles the Goodyear store where I go measured the tread depth and more than 50% was worn on all 4 tires. They said that this was extreme as the tires are 60,000 mile tread-life rated. I do all roadway driving (mostly interstate) so there isn't anything that should have caused abnormal wear. |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Points of Interest not well defined. |
| | Difficulty accessing Points of Interest. |
| | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers are not loud enough. |
| | Speakers have poor sound quality. |

| Steering, Handling, and Ride>Tires> | |
|---|---|
| **Tires** | Tires show excessive or uneven tread wear. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe when this trouble occurs:** | If I say "Call xxxxx xxxxx" it only picks it up about half the time. |
| **Please indicate which words, if any, are constantly misrecognized:** | Call |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **What button did you use?** | steering wheel control |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Additional Comments:** | |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| | Occasionally, the touch screen will get too many fingerprints and it will be difficult to operate without pressing hard or holding your finger there. Cleaning alleviates the problem, so I don't feel like it's a design issue, but it's a realistic issue nonetheless. |
| **Please describe the other trouble you experienced:** | touch sensing innacurate |
| **Please describe conditions when this trouble occurs:** | when screen gets dirty |

| Hesitation or delay when shifting between gears | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |

| Points of Interest not well defined | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Great design, huge improvement in quality, and a great starting point for future products. Best in class. |

| Hard controls/menus: Front Screen Display: Other Concerns | |
|---|---|
| **Additional Comments:** | I would like to be able to show Distance to Empty on the main screen along with speed and compass. There is plenty of room, but no way to add it that I've found to the main display. You have to cycle through menus and take your eyes off of the road. |
| **Please describe the other trouble you experienced:** | can't get all of the info I want to show |
| **Please describe conditions when this trouble occurs:** | |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Ventilated seat will not cool enough/at all/fast enough | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **Please indicate which seat has trouble (check all that apply):** | It takes progressively longer to cool and the air flow is noticeably diminished from initial performance at time of delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Door locks/key fob entry system. |

| Speakers have poor sound quality | |
|---|---|
| **Additional Comments:** | doesn't happen often, but the sound quality will drop noticeably. Not sure if it's a signal issue or something in the system. |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **Trouble with speaker occurs:** | At all volume levels. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please describe conditions when this trouble occurs:** | |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Slips/will not engage gear properly/shifts erratically | |
|---|---|
| **Additional Comments:** | See engine comments. Sometimes the transmission will get "stuck" in a gear, even on the freeway. At times it doesn't want to shift into 8th. Other times, when performing passing, it will downshift multiple gears and "hang up" in that gear for a length of time even after the accelerator pressure has been lifted. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Hesitation or delay when shifting between gears.<br>Shifts at wrong times.<br>Slips/will not engage gear properly/shifts erratically. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | It has a hard time with vehicles moving into turn lanes and will automatically apply the brakes and alarm in that situation even when a collision is not imminent. |

| Ventilated seat is broken/not working | |
|---|---|
| **Ventilated seat is broken/not working** | Ventilated seat will not cool enough/at all/fast enough. |

| Difficulty accessing Points of Interest | |
|---|---|
| **Additional Comments:** | also does not distinguish well between various types of points. Would be nice if it had separate fast food, coffee house, and restaurant categories. |
| **Please describe the trouble with the Points of Interest within the Navigation system** | Slow to load, especially when travelling at highway speed |

| Door locks/key fob entry system | |
|---|---|
| **Door locks/key fob entry system** | Key fob entry system works properly, but is difficult to understand/use. |

| Key fob entry system works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Initially it worked extremely well, but recently (~ 8 months after delivery) the touch door unlock feature doesn't want to work if my phone is in my pocket with my key. |

| Engine Driveability (stumbles/hesitates/surges) | |
|---|---|
| **Engine Driveability (stumbles/hesitates/surges)** | Engine stumbles/hesitates/surges. |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Ventilated seat is broken/not working. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT4E[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 09/28/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6206310713 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M238307505 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 271701674 | ***Report Version*** | 5 | ***Open Date*** | 09/14/2014 |
| ***Close Date*** | 09/25/2014 | ***Narrative Date*** | 10/02/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Off-Road Features and Functions

| | |
|---|---|
| **Off-Road Features and Functions** | Issues with vehicle ground clearance. |

### Overview

| | |
|---|---|
| **Did you review the Owner's Information DVD?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

### Other

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **Please describe the other trouble you experienced:** | The forward collision detection is dangerous, loud and startling, the automatic braking feature is also dangerous, the forward collision cannot distinguish that an object us to the right of the vehicle such as a car turning right. We have disabled this feature; overall it's awful. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Off-Road.<br>Other.<br>Seats. |

### Issues with vehicle ground clearance

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | The up and down controls are easy to accidentally depress. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | |
| **What are your favorite parts of your new vehicle?** | |

### Seat Squeak/Rattle

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Seat Squeak/Rattle | |
|---|---|
| **Please indicate which seat has a squeak/rattle (check all that apply):** | Creaking seat when leaning back |
| **Seat Squeak/Rattle** | Seat Squeak/Rattle. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM5EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 06/17/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C353315189 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M107429159 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 271008738 | ***Report Version*** | 5 | ***Open Date*** | 09/17/2014 |
| ***Close Date*** | 09/17/2014 | ***Narrative Date*** | 09/24/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **If known, please tell us your software version** | |
| **Please choose your cell phone brand** | Samsung. |
| **Please tell us your cell phone model** | Galaxy S4 |
| **Please choose your cell phone carrier** | Sprint Nextel. |

### About You

| | |
|---|---|
| **What year were you born?** | |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Financing options** | 1. |
| **Primary vehicle you were considering:** | 2014.<br>BMW.<br>Primary Considered Vehicle: Used.<br>X5. |
| **Which of the following best describes the area you live in?** | Rural. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **Please tell us about the vehicle you replaced (if applicable)** | Grand Cherokee.<br>2014.<br>Jeep.<br>Replaced Vehicle: Purchased Used. |
| **When considering this vehicle** | Interact with dealership by phone. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **Convenience of dealership location** | 3. |
| **Trade-in allowance** | 3. |
| **Primary vehicle in your household:** | 3 Series.<br>BMW.<br>Primary Household Vehicle: Purchased Used.<br>2009. |
| **Vehicle styling** | 4. |
| **Vehicle availability** | 1. |
| **Vehicle quality** | 2. |
| **Vehicle fuel economy** | 2. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 29-30 mpg. |
| **Secondary vehicle you were considering:** | BMW.<br>Secondary Considered Vehicle: Used. |
| **What is your primary language?** | English. |
| **Please indicate your highest education level** | High school degree / GED. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Manufacturer?s website. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 52000 |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your occupation status.** | Employed. |

| About You | |
|---|---|
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Please indicate your occupation.** | Professional Specialty. |
| **Ability to test drive** | 1. |
| **Vehicle performance** | 2. |
| **Dealership treatment** | 3. |
| **Price** | 5. |
| **Please indicate your ethnicity** | Caucasian. |

| Brakes are excessively noisy | |
|---|---|
| **Please describe conditions when this trouble occurs:** | collision detection is activated |
| **Additional Comments:** | It sounds like the rotors are coming off when the collision detection system activates the brakes. The first time we used that to see what it would do I had to pull over and crawl under the car to make sure something wasn't loose on the front brakes. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **What area of the vehicle is the brake noise coming from?** | Front Brakes. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | hybrid diesel |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Interior noise level while driving** | 4. |
| **Fuel economy and driving range** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **What are your favorite parts of your new vehicle?** | diesel and mileage |
| **Integration with phones** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Integration with media players** | 4. |
| **Clarity of sound** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

| Fuel consumption is worse than expected | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Only occurred once after forcing suspension into offroad2 height settings |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | No. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Where do you do most of your driving?** | Highway/freeway driving (speeds held fairly constant above 45 mph). |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Additional Comments:** | Unable to reproduce, but after one weekend of forcing offroad2 ride height, the next week of driving our mileage went from 28mpg to 23mpg with the same week commute. After forcing the transmission into 4WD low then back to auto our mileage went back to 28mpg. I think something got stuck in 4WD high, but no way to verify that setting on the vehicle. An icon as to what setting the transmission is currently in would be nice. |

| External side view mirrors work properly, but are difficult to understand/use; in a poor location | |
|---|---|
| **Additional Comments:** | power telescoping mirrors would be a great selling point for those of us that need to pull anything larger than a canoe trailer. |
| **Please indicate which of the following best describes your concern (check all that apply):** | For a vehicle with a tow package it would be nice to have tow mirrors, even if via mopar accessory. When pulling my trailer I can not see anything out of my two side mirrors. |

| Overview | |
|---|---|
| **Did you review the Owner's Information DVD?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Did you review the Printed User Guide?** | No. |
| **Please explain further about your choice to recommend your vehicle:** | It's an amazing vehicle which is why we have purchase two of them in the past year. Both Summit level JGC. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

| Shifts at wrong times | |
|---|---|
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Additional Comments:** | When adaptive cruise is enabled the diesel version downshifts much more frequently than the gasoline versions. I suspect that the programming was kept the same from the two versions without regard to the lower rpms that a diesel motor runs in. When in eco mode it should resume acceleration speeds with fuel mileage in mind. Dropping down two gears to get back to speed is not efficient. Test drive any BMW with ecopro mode for comparison. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | all gears when using adaptive cruise resume functions. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe conditions when this trouble occurs:** | adaptive cruise at any speed from 50mph to 75mph |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Wheel arch is pulling away due to wind at front<br>Wheel arch is pulling away due to wind at front |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is loose. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **Additional Comments:** | We had this issue on our first 2014 JGC 2WD V6 and also on our new 2014 JGC 4WD CRD. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Rear view mirrors (interior/exterior). |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 4WD transmission programing, eco mode programing |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Pretty much everything. Nothing comes close to the features available in a fully loaded Summit even at 10-15k higher prices. A diesel hybrid design would be the only other thing I would trade for. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Vehicle Exterior.<br>Brake System.<br>Features/Controls/Displays.<br>Engine.<br>Entertainment/Navigation System/Connectivity.<br>Off-Road.<br>Transmission and Drivetrain. |

| Brake Noise | |
|---|---|
| **Brake Noise** | Brakes are excessively noisy. |

| Rear view mirrors (interior/exterior) | |
|---|---|
| **Rear view mirrors (interior/exterior)** | External side view mirrors work properly, but are difficult to understand/use; in a poor location. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Fuel gauge/low fuel warning light work properly, but difficult to understand/use; displays are in a poor location.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Remote vehicle start is difficult to understand/use | |
|---|---|
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **Please indicate which method was used for remote vehicle start (check all that apply):** | Used uconnect app on phone vs onstar app on phone. |
| **Additional Comments:** | Please find someone with an onstar equipped vehicle and ask to see their app and it's information on the phone. We have no use for the uconnect app after being used to onstar. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Sometimes takes over 10 minutes for app remote start to work. Our onstar remote start via app was always less than a minute. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | We tried to use it but in houston traffic it was more of a danger than help. Even on the lowest setting it went off constantly every day. When it actually applied the brakes it almost gets you rearended. Nice feature, just not worth using in town. |

| Fuel gauge/low fuel warning light work properly, but difficult to understand/use; displays are in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | At low levels it goes to showing "low" vs how many miles are left. I filled up after about 5 miles of driving in "low" and was only able to put 20 gallons in our 24 gallon tank. At 30 miles per gallon that is another 120 miles! |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shifts at wrong times. |

| Engine Fuel Consumption | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Remote Features. |

| Remote Features | |
|---|---|
| **Remote Features** | Remote vehicle start is difficult to understand/use. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCGXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/13/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6306321599 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K310361455 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 271217335 | ***Report Version*** | 5 | ***Open Date*** | 09/21/2014 |
| ***Close Date*** | 09/21/2014 | ***Narrative Date*** | 09/26/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What year were you born?** | |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **What is your primary language?** | English. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Manufacturer?s website.<br>NHTSA or IIHS safety ratings.<br>Kelley Blue Book.<br>Previous experience with the vehicle/brand.<br>Consumer Reports ratings.<br>Edmunds.<br>J D Power reports.<br>Automotive magazines. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased Used.<br>2008.<br>Nissan.<br>350Z. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Vehicle availability** | 1. |
| **Price** | 2. |
| **Trade-in allowance** | 3. |
| **Ability to test drive** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: Used. |
| **Please indicate your highest education level** | Graduate degree. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **When considering this vehicle** | Research online.<br>Test drive the vehicle.<br>Visit the dealership. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Dealership treatment** | 4. |
| **Vehicle quality** | 4. |
| **Vehicle styling** | 4. |
| **Please indicate your ethnicity** | [redacted]n. |
| **What price did you pay for your vehicle?** | $50K |
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Convenience of dealership location** | 2. |
| **Vehicle fuel economy** | 3. |
| **Financing options** | 4. |
| **Vehicle performance** | 4. |

| Points of Interest incorrect | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | |

| Heating, ventilation and air conditioning doesnt maintain desired temperature | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **At what internal temperature does the setting no longer maintain desired temperature (check all that apply):** | In Heating Up it gets overly hot until the cabin temp comes up, so you are constantly changing the temp. Really hot. |

| USB connection is broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Detail on Low Rated Items | |
|---|---|
| **You rated ease of using system displays while driving Low. Use this space to provide any specific comments you would like to share.** | Too complicated for driving, back and forth between screens. Don't like voice actuation as it is irritating to other passengers. |
| **You rated climate control operation (function and ease of use) Low. Use this space to provide any specific comments you would like to share.** | It gets really, really hot when you start up, then it cools off. |
| **You rated overall audio, entertainment, and navigation system impression Low. Use this space to provide any specific comments you would like to share.** | There is no earthly reason 3D maps should not work past a minimal zoom out. It works fine in our 2011 Durango |

| Hard controls/menus: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe the other trouble you experienced:** | Too much back and forth with touch screen - Takes eyes off road. |
| **Please describe conditions when this trouble occurs:** | |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Brake responsiveness/effort** | 2. |
| **How do you feel about the durability of your new vehicle?** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Engine exhaust sound** | 3. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Support for popular music/video formats** | 3. |
| **Integration with phones** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Ride quality** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 2. |
| **Navigation system route accuracy** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Head/leg/foot room** | 5. |
| **What are your favorite parts of your new vehicle?** | Safety Features |
| **Ease of using system displays while driving** | 1. |
| **Is there anything about your new vehicle you would like to see changed?** | Nav 3D, Heat, Heat Controls, Brakes, |
| **Overall audio, entertainment, and navigation system impression** | 1. |
| **Climate control operation (function and ease of use)** | 1. |
| **Vehicle storage and space usage** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **Clarity of sound** | 4. |
| **Integration with media players** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |

| Overview | |
|---|---|
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Please explain further about your choice to recommend your vehicle:** | Nice vehicle but too many irritating little misses to make it great. |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the DVD** | 3 (neither satisfied nor dissatisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **DVD format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information on the DVD is easy to find and access** | 3 (neither agree nor disagree). |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Entertainment/Navigation System/Connectivity.<br>Interior Climate Control.<br>Features/Controls/Displays. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Heating, ventilation and air conditioning doesn't maintain desired temperature. |

| Adjustable height control works, but is difficult to understand/use | |
|---|---|
| **Please describe the trouble experienced with the adjustable height controls:** | Way to just turn it off? |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **If known, please tell us your software version** | |
| **Please tell us your cell phone model** | 5s |
| **Please choose your cell phone brand** | Apple. |

| What Can We Do Better? |
|---|
| **Feedback/Concerns:** |

| What Can We Do Better? | |
|---|---|
| | I am up to 5 or 6 problems with this vehicle. Some of which are steps backwards in auto design. It is a frustrating vehicle to deal with. Did I mention there are two recalls but no parts available, both safety recalls.... |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Points of Interest incorrect.<br>Navigation system works, but traffic information doesn?t work / or is difficult to understand.<br>Difficulty accessing Points of Interest.<br>Points of Interest not well defined. |

| Brakes are too sensitive | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Applies auto braking too hard. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Navigation system works, but traffic information doesn.t work / or is difficult to understand | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | 3D view does not work when you zoom out. |
| **Additional Comments:** | Not having 3d is a step backwards in a larger display. Garmin and your previous versions of your Nav can do this function. |

| USB connection issues | |
|---|---|
| **USB connection issues** | USB connection is broken/not working. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Adjustable Height Control. |

| Points of Interest not well defined | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Can't find what we are looking for. |
| **Additional Comments:** | Does not narrow down effectively, particularly with restaurants. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front Screen Display: Other Concerns. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Media | |
|---|---|
| **Media** | USB connection issues. |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Inaccuate or incomplete. |

| Adjustable Height Control | |
|---|---|
| **Adjustable Height Control** | Adjustable height control works, but is difficult to understand/use. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes are too sensitive. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEBM7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTP74 | JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY | |
| ***Built Date*** | 06/04/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C038417878 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M051423583 | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 271217270 | ***Report Version*** | 5 | ***Open Date*** | 09/21/2014 |
| ***Close Date*** | 09/21/2014 | ***Narrative Date*** | 09/26/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What year were you born?** | |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Financing options** | 1. |
| **Vehicle performance** | 1. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Dealership information.<br>Manufacturer?s website.<br>Vehicle test drive. |
| **What is your primary language?** | English. |
| **Primary vehicle you were considering:** | Mercedes-Benz.<br>M-Class.<br>2014.<br>Primary Considered Vehicle: Used. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased Used.<br>Jetta SportWagen.<br>2012.<br>Volkswagen. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **Convenience of dealership location** | 1. |
| **Dealership treatment** | 2. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Please indicate your ethnicity** | [redacted]n. |
| **What is your current marital status?** | [redacted]. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What price did you pay for your vehicle?** | 48,080 |
| **What is your total household income (before taxes)?** | $40,000 - $59,999. |
| **How may children 17 or under live in your household?** | 0. |
| **Price** | 1. |
| **Ability to test drive** | 1. |
| **Vehicle fuel economy** | 1. |
| **Please indicate your occupation.** | [redacted]. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership.<br>Research online. |
| **Vehicle quality** | 1. |
| **Vehicle styling** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 29-30 mpg. |
| **Vehicle availability** | 3. |
| **Trade-in allowance** | 3. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **Please indicate your occupation status.** | [redacted] |

## About You

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | |
| **What are your favorite parts of your new vehicle?** | driver assist features |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Clarity of sound** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Navigation system route accuracy** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |

### Detail on Low Rated Items

| | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | collision avoidance control |

### Overview

| | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Please rate your overall level of satisfaction with the DVD** | 3 (neither satisfied nor dissatisfied). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **DVD format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Was the trouble resolved to your satisfaction?** | No. |

| Overview | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Information on the DVD is easy to find and access** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Collision avoidance system 956 330-1336 |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Other | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | all |
| **Please describe the other trouble you experienced:** | collision control/avoidance dos not work. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Other. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG8EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 10/30/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6283321497 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K301363588 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 271592907 | ***Report Version*** | 5 | ***Open Date*** | 09/24/2014 |
| ***Close Date*** | 09/24/2014 | ***Narrative Date*** | 10/01/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Exterior Appearance/Paint:

| | |
|---|---|
| **Exterior Appearance/Paint:** | Paint chip/scratch/other surface damage from outside influence present at delivery.<br>Paint blemish/dirt in paint/foreign material under surface. |

### About You

| | |
|---|---|
| **Primary vehicle you were considering:** | Primary Considered Vehicle: Used. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used.<br>Grand Cherokee.<br>2014.<br>Jeep. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased Used.<br>Toyota.<br>2010.<br>Highlander Hybrid. |
| **Please indicate your occupation status.** | Retired. |
| **What price did you pay for your vehicle?** | ~$55K |
| **Secondary vehicle in your household:** | Jeep.<br>Secondary Household Vehicle: Purchased Used.<br>Wrangler.<br>2014. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Please indicate your ethnicity** | [redacted]. |
| **Please indicate your occupation.** | [redacted]. |
| **Please indicate your highest education level** | PhD. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Previous experience with the vehicle/brand. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **How may children 17 or under live in your household?** | 0. |
| **Which of the following best describes the area you live in?** | Other (please specify). |
| **What year were you born?** | |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Seats.<br>Transmission and Drivetrain.<br>Vehicle Exterior.<br>Engine.<br>Features/Controls/Displays. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| | Entertainment/Navigation System/Connectivity. |

| Cruise control system is broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | Won't turn on |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | Cruise control and ACC gave system error when ever engaged... Took 6 weeks to get it replaced |
| **Additional Comments:** | Noticed the first time we tried to use the cruise control... |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | Seems to get stuck in 2nd gear... almost always seems to be in the wrong gear for the speed. Transmission is terrible |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | all the time but especially noticeable when going from level to down slope |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **If known, please tell us your software version** | |
| **Please tell us your cell phone model** | |
| **Entertainment/Navigation System/Connectivity** | Pretty much we have no use for the UCONNECT, Sirius, or Phone connectivity. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | change the transmission and front seats |
| **What are your favorite parts of your new vehicle?** | configurable dashboard |
| **What is your attitude overall towards your new car?** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Integration with phones** | 3. |
| **Headlight illumination/performance during night-time driving** | 3. |
| **Seat adjustment and comfort** | 3. |
| **Engine performance during acceleration** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Appearance of exterior paint** | 2. |
| **Clarity of sound** | 3. |
| **Vehicle storage and space usage** | 3. |
| **Head/leg/foot room** | 3. |
| **Engine sound** | 3. |
| **Brake responsiveness/effort** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Safety and visibility while driving** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Engine exhaust sound** | 3. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Transmission gear change performance (smoothness)** | 1. |
| | 2. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Interior comfort, design and appearance of interior (overall impression)** | |
| **Integration with media players** | 3. |
| **Support for popular music/video formats** | 3. |
| **Interior noise level while driving** | 3. |
| **Fuel economy and driving range** | 3. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Steering wheel adjustment** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |

| Shifts at wrong times | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | |
| **Are you using your vehicle for towing when the problem occurs?** | No. |

| Cruise control system | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Hesitation or delay when shifting between gears.<br>Shifts at wrong times.<br>Shift between gears is rough/harsh under normal driving conditions. |

| Hesitation or delay when shifting between gears | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 5,000-6,999. |

| Overview | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | The transmission is terrible and the seats are the most uncomfortable we can recall. |
| **Have you requested a paper version of the owner manual?** | No. |
| **Please let us know why you have not referred to the Owner's Manual? (check all that apply)** | Because there is no Owner's Manual |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | No. |
| **Would you recommend this vehicle to family or friends?** | No. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Cruise control system. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | I don't expect to buy a premium vehicle delivered with a major component defective and then take weeks to get a replacement module...there is NO excuse! |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | My wife and I have owned at least one and sometimes two JEEPS continuously since the 1980's. Right now we have this JEEP and a 2014 Wrangler. We would not buy another Grand Cherokee. Also it would be nice if you supplied a front license plate holder! |

| Paint blemish/dirt in paint/foreign material under surface | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate the location of the paint issue (check all that apply):** | There were chips in the paint on the liftgate |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM8EC3[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/11/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C113306652 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M268315770 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 271593626 | ***Report Version*** | 5 | ***Open Date*** | 09/24/2014 |
| ***Close Date*** | 09/24/2014 | ***Narrative Date*** | 10/01/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What year were you born?** | [redacted] |
| **Price** | 4. |
| **Please tell us about the vehicle you replaced (if applicable)** | Dodge.<br>Replaced Vehicle: Purchased Used. |
| **Please indicate your occupation status.** | Employed. |
| **What is your current marital status?** | [redacted]. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: Used. |
| **Please indicate your highest education level** | High school degree / GED. |
| **Please indicate your gender** | [redacted] |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership. |
| **What price did you pay for your vehicle?** | |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Vehicle availability** | 2. |
| **What is your primary language?** | English. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Convenience of dealership location** | 3. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive. |

### Contact Me

| | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Cell phone number 310-936-1357 Monday, Tuesday or Wednesday after 10am pacific time. |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

### Paint blemish/dirt in paint/foreign material under surface

| | |
|---|---|
| **Additional Comments:** | The condition was noticed just after signing the paperwork at Glenn Thomas Dodge, before driving the vehicle off the lot. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate the location of the paint issue (check all that apply):** | The door had a spot about 6 inches in diameter that looked like someone left a light coat of wax on the paint |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Appearance of exterior paint** | 1. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Navigation system route accuracy** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Integration with media players** | 4. |
| **Support for popular music/video formats** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Engine sound** | 5. |
| **Fuel economy and driving range** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Clarity of sound** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | |
| **How was your purchasing experience (the dealer/dealership)?** | 1. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Ease of using system displays while driving** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What are your favorite parts of your new vehicle?** | |
| **What is your attitude overall towards your new car?** | 2. |
| **What is your attitude overall towards the BRAND of your new car?** | 2. |
| **Integration with phones** | 4. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |

| Overview | |
|---|---|
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the DVD** | 3 (neither satisfied nor dissatisfied). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took the vehicle back to the dealer to get the passenger side front door repainted,when the vehicle came back from the paint shop,i noticed that the forward collision warning system was no longer working |
| **What have you used to view your DVD? (check all that apply)** | Home DVD Player.<br>Mac Computer. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **DVD format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information on the DVD is easy to find and access** | 3 (neither agree nor disagree). |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |
| **Please explain further about your choice to recommend your vehicle:** | I have had to take my "BRAND NEW VEHICLE " to the dealer 6 times since i bought the thing in august of this year (2014) as of this date i have been without my "Brand new vehicle " for 7 total days. I'm still without my vehicle. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone only. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Vehicle Exterior.<br>Features/Controls/Displays. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Get my new vehicle fixed or get me another one |
| **What has Chrysler done right?** | I'll get back to you on this question after my issues get resolved |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Paint blemish/dirt in paint/foreign material under surface. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/27/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6322321217 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K327363374 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 271593657 | ***Report Version*** | 5 | ***Open Date*** | 09/24/2014 |
| ***Close Date*** | 09/24/2014 | ***Narrative Date*** | 10/01/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Vehicle availability** | 2. |
| **Trade-in allowance** | 2. |
| **Primary vehicle you were considering:** | 2014.<br>Forester.<br>Primary Considered Vehicle: Used.<br>Subaru. |
| **Financing options** | 3. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please tell us about the vehicle you replaced (if applicable)** | RAV4.<br>2007.<br>Toyota.<br>Replaced Vehicle: Purchased Used. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used.<br>2014.<br>Beetle.<br>Volkswagen. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership.<br>Research online. |
| **What price did you pay for your vehicle?** | 47000 |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Dealership information.<br>Vehicle test drive.<br>Automotive magazines.<br>Edmunds. |
| **Please indicate your occupation status.** | Retired. |
| **How may children 17 or under live in your household?** | 0. |
| **Convenience of dealership location** | 2. |
| **Vehicle fuel economy** | 3. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **Dealership treatment** | 3. |
| **Vehicle styling** | 3. |
| **Vehicle performance** | 4. |
| **What year were you born?** | [redacted] |
| **Price** | 2. |
| **Ability to test drive** | 2. |
| **Vehicle quality** | 4. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |

| About You | |
|---|---|
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| **Which of the following best describes the area you live in?** | Suburban. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | One time the collision avoidance system braked on an open 2 lane interstate when I was in the left lane with nothing in front of me. I have shut off the auto braking feature since then, that could have caused an accident if some one was close behind me at the time. |
| **What has Chrysler done right?** | Versatile and comfortable vehicle |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Steering and handling (responsiveness, stability)** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Steering wheel adjustment** | 4. |
| **Engine performance during acceleration** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine exhaust sound** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Clarity of sound** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Seat adjustment and comfort** | 3. |
| **Safety and visibility while driving** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Integration with media players** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Support for popular music/video formats** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Brake responsiveness/effort** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Interior noise level while driving** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Better nav and front seats, maybe a little bit more small storage inside. |
| **What are your favorite parts of your new vehicle?** | Overall versatility, comfort, numerous features |
| **Navigation system route accuracy** | 2. |
| **Integration with phones** | 4. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Engine sound** | 4. |
| **Fuel economy and driving range** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Ride quality** | 5. |

| Overview | |
|---|---|
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **DVD format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the DVD** | 3 (neither satisfied nor dissatisfied). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |

| Overview | |
|---|---|
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings.<br>Motor Trend.<br>Road and Track.<br>Car and Driver. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Information on the DVD is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Seat material concerns | |
|---|---|
| **Please indicate which seat has trouble with its material (check all that apply):** | Same as drivers<br>Seat bolsters much too hard |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Seat material trouble is:** | Other (please describe). |
| **Please describe conditions when this trouble occurs:** | Bought aftermarket seat cushions to alleviate the discomfort |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work.<br>Difficulty accessing Points of Interest.<br>Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Points of Interest not well defined. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **If known, please tell us your software version** | |
| **Please choose your cell phone brand** | Apple. |
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please tell us your cell phone model** | 4s |

| Detail on High Rated Items | |
|---|---|
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | Best car stereo I have had |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | Auto headlights seem to work well |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | Very quiet ride |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | Like the combination of traditional controls and touch screen |

| Detail on High Rated Items | |
|---|---|
| **You rated ride quality High. Use this space to provide any specific comments you would like to share.** | Smooth ride |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Nav is not as good as my old portable Garmins. Front seats to hard. Few quirks have come up with the collision avoidance system and ins consistent operation when the wipers set on auto. |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Weak database, my old Garmin is much better. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Seats.<br>Entertainment/Navigation System/Connectivity.<br>Brake System. |

| Points of Interest not well defined | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | |

| Navigation system freezes-up/will not work | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Locked up in an urban area, would not reset for over 1/2 hour. |
| **Additional Comments:** | The screen going blank with a warning you are driving in an unverifiable area is extremely irritating when the nav directed you to turn on a road or you simply pulled off to the side of a road. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Several times it clearly tried to direct me in the wrong direction when I could see the correct path.<br>Very weka POI database. |

| Seat Material | |
|---|---|
| **Seat Material** | Seat material concerns. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEJT4EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | |
| ***Built Date*** | 07/16/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6127310913 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M179380699 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 271701946 | ***Report Version*** | 5 | ***Open Date*** | 09/25/2014 |
| ***Close Date*** | 09/25/2014 | ***Narrative Date*** | 10/02/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Detail on High Rated Items

| | |
|---|---|
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | Engine has a nice aggressive sound |
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | Nice size and style of wheels. Like to lower profile tires |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | Like the dual tail pipe desing and the LED tail lamps |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | Vehicle has plenty of power. |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | Like the HID headlamps |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | I dislike experiences where the sales rep has to go back into the managers office a dozen times to finally get the deal you want, and i felt our experience was not like that. we got a fair price, and didnt have to do a lot of back and forth. |

### Instrument panel illumination/warning/indicator lights broken/not working

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which of the following best describes your concern (check all that apply):** | ABS light was on at the time of purchase. had to return |
| **Please describe in the box below where on the instrument panel/dashboard the trouble with broken/damaged materials is located:** | Collision Avoidance system sometimes flasshes and beeps to "STOP" but there are no toehr cars in front of me. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

### About You

| | |
|---|---|
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **When considering this vehicle** | Research online.<br>Visit the dealership.<br>Test drive the vehicle. |
| **Ability to test drive** | 3. |
| **Vehicle fuel economy** | 3. |
| **Financing options** | 5. |
| **Please tell us about the vehicle you replaced (if applicable)** | BMW.<br>Replaced Vehicle: Purchased Used.<br>3-Series. |
| **Primary vehicle you were considering:** | BMW.<br>Primary Considered Vehicle: Used.<br>5 Series. |
| **Please indicate your occupation status.** | Employed. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Price** | 3. |
| **What is your primary language?** | English. |
| **Please indicate your highest education level** | High school degree / GED. |
| **Is this your first new vehicle ever purchased / leased?** | No. |

| About You | |
|---|---|
| **Please indicate your occupation.** | Other. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Convenience of dealership location** | 3. |
| **Vehicle quality** | 5. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **What price did you pay for your vehicle?** | i think 47k? |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Trade-in allowance** | 4. |
| **Vehicle availability** | 5. |
| **Dealership treatment** | 5. |
| **Vehicle styling** | 5. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Integration with media players** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **What are your favorite parts of your new vehicle?** | The power of the engine, and the design of the interior. |
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine sound** | 5. |
| **Clarity of sound** | 5. |
| **Navigation system route accuracy** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Brake System. |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took the the dealer to fix the ABS light issue. it was a re-call |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | Overall it is a great car. There were a few minor electrical problems at first, but they were handled under the recall, and we havent any issues since. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Did you review the Printed User Guide?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | No. |
| **Please tell us how many miles are currently on your vehicle:** | 5,000-6,999. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | It's a great vehicle, my wife drives it. When i drive it, i have to turn off the park-assist and the collision avoidance system, because they can get annoying. that's just my opinion, not really a concern. |
| **What has Chrysler done right?** | The styel is great, much better than past years. The overall feel of the vehicle seems more stable and solid. I manage a collision repair shop, and i've driven every vehicle on the market, so i'm familiar with cars that are built well and cars that arent, and i feel like our car is a well built car. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Instrument panel illumination/warning/indicator lights broken/not working. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCM8EC[redacted] | **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| **Built Date** | 11/12/2013 | **Market** | U | US | **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| **Engine** | EXF | 3.0L V6 ECODIESEL ENGINE | | | **Serial#** | C113306704 | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | **Serial#** | M228312587 | |
| **Color** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 271702051 | **Report Version** | 5 | **Open Date** | 09/25/2014 |
| **Close Date** | 09/25/2014 | **Narrative Date** | 10/02/2014 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### Cruise control system is broken/not working

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | ACC failure notice when setting speed after increase speed by pedal override. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

### Air conditioner takes too long to get cold

| | |
|---|---|
| **Additional Comments:** | Air does not seem to come out as cold as I have come accustom to in a GM vehicle. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

### Engine power is less than expected

| | |
|---|---|
| **Additional Comments:** | EcoDiesel has great torque but could use a little more horsepower for acceleration at speed. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?** | No. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe conditions when this trouble occurs:** | Full throttle |

### Body panels/doors misaligned/excessive gaps/poor fit

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate the location of the trouble (check all that apply):** | Latch side is not flush with the hinge sided of the rear door. |

### Engine stumbles/hesitates/surges

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **What best describes the engine drivability trouble? (check all that apply):** | When modulating throttle at low speeds the vehicle jerks. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |

### Exhaust system troubles

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **What is the trouble with the exhaust system? (check all that apply):** | DEF only 35% full at delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |

| Seat Squeak/Rattle | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Seat Squeak/Rattle** | Seat Squeak/Rattle. |
| **Please indicate which seat has a squeak/rattle (check all that apply):** | Feel a pop in the backrest when shifting body weight against seat. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| About You | |
|---|---|
| **Convenience of dealership location** | 3. |
| **Vehicle availability** | 4. |
| **Dealership treatment** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Vehicle styling** | 5. |
| **Primary vehicle you were considering:** | Audi.<br>Primary Considered Vehicle: Used.<br>Q7.<br>2014. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your primary language?** | English. |
| **Please tell us about the vehicle you replaced (if applicable)** | Mazda.<br>Replaced Vehicle: Purchased Used.<br>RX-8.<br>2006. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used.<br>GMC.<br>2008.<br>Sierra 1500. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Vehicle performance** | 4. |
| **Please indicate your occupation.** | Professional Specialty. |
| **When considering this vehicle** | Research online.<br>Test drive the vehicle.<br>Visit the dealership. |
| **What price did you pay for your vehicle?** | 53000 |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Kelley Blue Book.<br>Manufacturer?s website.<br>Vehicle test drive.<br>Video reviews. The Fast Lane Car |
| **Please indicate your ethnicity** | Other (please specify). |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **What year were you born?** | [redacted] |
| **Trade-in allowance** | 3. |
| **Price** | 4. |
| **Vehicle quality** | 4. |
| **Vehicle fuel economy** | 4. |
| **Ability to test drive** | 5. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Financing options** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 27-28 mpg. |
| **Which of the following best describes the area you live in?** | Rural. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Integration with media players** | 3. |
| **Seat adjustment and comfort** | 3. |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Vehicle storage and space usage** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Engine sound** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Steering wheel adjustment** | 5. |
| **Rear view styling (rear fascia, bumper)** | 3. |
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | Little more horsepower |
| **Engine performance during acceleration** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | ACC |
| **Clarity of sound** | 4. |
| **Interior noise level while driving** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |

| Overview | |
|---|---|
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Motor Trend. |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | The User Manual references a diesel information extension in the User Guide but the User Guide seems to gloss over it. |
| **If our team has any additional questions about your responses, would you accept further contact?** | No. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

| Overview | |
|---|---|
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Did you review the Owner's Information DVD?** | No. |

| Appearance | |
|---|---|
| **Appearance** | Center console has gaps/poor fit. |

| Vehicle exhibits poor ride when driving on rocks/inclines/boulders/very rough terrain | |
|---|---|
| **Please indicate how poorly the vehicle performed:** | When air suspension is at Off-Road II the suspension clunks. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Seats.<br>Vehicle Exterior.<br>Entertainment/Navigation System/Connectivity.<br>Off-Road.<br>Interior Trim/Storage/Windows.<br>Engine.<br>Features/Controls/Displays.<br>Interior Climate Control. |

| Center console has gaps/poor fit | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe in the box below where on the center console the trouble with excessive gaps/poor fit of materials is located:** | Media access hatch has uneven gap a the bottom. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Cruise control system. |

| Engine Driveability (stumbles/hesitates/surges) | |
|---|---|
| **Engine Driveability (stumbles/hesitates/surges)** | Engine stumbles/hesitates/surges. |

| Speakers have poor sound quality | |
|---|---|
| **Please indicate which media sources were being played (check all that apply):** | including HD |
| **Please describe conditions when this trouble occurs:** | |
| **Please indicate which speaker has trouble (check all that apply):** | Bass not very powerful even with equalizer changes. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Trouble with speaker occurs:** | At all volume levels. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 5,000-6,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please tell us your cell phone model** | iPhone 4s |
| **If known, please tell us your software version** | |
| **Entertainment/Navigation System/Connectivity** | None |
| **Please choose your cell phone brand** | Apple. |

| Vehicle Performance driving on Rocks / Boulders / Inclines / Very Rough Terrain | |
|---|---|
| **Vehicle Performance driving on Rocks / Boulders / Inclines / Very Rough Terrain** | Vehicle exhibits poor ride when driving on rocks/inclines/boulders/very rough terrain. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | EcoDiesel |

| Detail on High Rated Items | |
|---|---|
| **You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.** | I like the redundant manual adjustments. |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | LED DRL. |
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | Easy to use. |
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | Overland rims much better than Summit rims. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Paint chip on steering wheel at delivery. |

| Engine Exhaust System | |
|---|---|
| **Engine exhaust system** | Exhaust system troubles. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Air conditioner takes too long to get cold. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Body panels/doors misaligned/excessive gaps/poor fit. |

| Cruise control system | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

| Engine Power | |
|---|---|
| **Engine power** | Engine power is less than expected. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers have poor sound quality. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 10/12/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6274320111 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K283361056 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 271702115 | ***Report Version*** | 5 | ***Open Date*** | 09/25/2014 |
| ***Close Date*** | 09/25/2014 | ***Narrative Date*** | 10/02/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Ride quality** | 4. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **What are your favorite parts of your new vehicle?** | Heated seats and steering wheel |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 2. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Engine exhaust sound** | 5. |
| **Ease of using system displays while driving** | 1. |
| **How was your purchasing experience (the dealer/dealership)?** | 1. |
| **What is your attitude overall towards your new car?** | 3. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Brake responsiveness/effort** | 5. |

| Overview | |
|---|---|
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | See earlier comments |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Did you review the Printed User Guide?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | I was happy until I was told this is not under warranty. What else is not under warranty? |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location.<br>Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| About You | |
|---|---|
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **Please tell us about the vehicle you replaced (if applicable)** | X5.<br>BMW.<br>2009.<br>Replaced Vehicle: Purchased Used. |
| **What year were you born?** | |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: Used. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **What price did you pay for your vehicle?** | 45000 |

| Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use | |
|---|---|
| **Additional Comments:** | I took the car to the dealer and was told this not covered under warrantee. I would like to speak to a Jeep contact. Please call me a [redacted] |
| **Please indicate which of the following best describes your concern (check all that apply):** | It is alarming for no reason |
| **Please indicate why the illumination/warning/indicator lights are difficult to understand/use; are in a poor location (check all that apply):** | False warnings |

| Contact Me | |
|---|---|
| | Yes. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | See my comments 8-9 mon-sat |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | The Brake warning alarms when driving under signs |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Please contact me to discuss |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 12/09/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6338310479 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M275352853 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 4[redacted] | ***System Key*** | 272447703 | ***Report Version*** | 6 | ***Open Date*** | 10/01/2014 |
| ***Close Date*** | 10/01/2014 | ***Narrative Date*** | 10/08/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **Please choose your cell phone brand** | Samsung. |
| **If known, please tell us your software version** | |
| **Please tell us your cell phone model** | s3 |
| **Please choose your cell phone carrier** | Verizon Wireless. |

### About You

| | |
|---|---|
| **When considering this vehicle** | Test drive the vehicle.<br>Interact with dealership by phone.<br>Research online.<br>Visit the dealership. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | 1[redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 10-12 mpg. |
| **Price** | 3. |
| **Ability to test drive** | 3. |
| **Vehicle fuel economy** | 3. |
| **Convenience of dealership location** | 4. |
| **Please tell us about the vehicle you replaced (if applicable)** | A6.<br>Replaced Vehicle: Purchased Used.<br>2001.<br>Audi. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your current marital status?** | Divorced. |
| **Please indicate your occupation status.** | Retired. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive.<br>Automotive magazines. |
| **Trade-in allowance** | 3. |
| **Vehicle quality** | 4. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: Used.<br>S6.<br>Audi. |
| **What price did you pay for your vehicle?** | $64000 |
| **Vehicle availability** | 3. |
| **Vehicle performance** | 4. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Financing options** | 3. |
| **Dealership treatment** | 4. |
| **Vehicle styling** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |

| About You | |
|---|---|
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **Which of the following best describes the area you live in?** | Suburban. |

| Door locks broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Trouble with the door lock occurs:** | While unlocking. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate what type of trouble was experienced with the door lock (check all that apply):** | The fob key doesnt always unlock the doors at first. Sometimes I have to take it out of my pocket before it does |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Please describe conditions when this trouble occurs:** | |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command.<br>Voice Recognition feature does not have enough functions available.<br>Voice Recognition Quick Tips Booklet does not list enough detailed commands. |

| Overview | |
|---|---|
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Please explain further about your choice to recommend your vehicle:** | I spent a lot of money on this vehicle and there has been a lot of problems with it in the first 6-7 months of owning it |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Did you review the Printed User Guide?** | Yes. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **Would you recommend this vehicle to family or friends?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Engine sound** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Support for popular music/video formats** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Navigation system route accuracy** | 3. |
| **Interior comfort, design and appearance of interior (overall impression)** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Head/leg/foot room** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Climate control operation (function and ease of use)** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Engine exhaust sound** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | improved reliability |
| **Fuel economy and driving range** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Integration with media players** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **What are your favorite parts of your new vehicle?** | |
| **How do you feel about the durability of your new vehicle?** | 2. |
| **Clarity of sound** | 3. |
| **Vehicle storage and space usage** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Brake responsiveness/effort** | 4. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Door locks/key fob entry system. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | The collision avoidance alarm will go off when i'm nowhere close to getting into an accident at times. This mostly happened during the winter when the front bumper had ice on it but it has happened in the summer when the bumper was clean |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **What button did you use?** | |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | It has trouble with certain types of name pronunciations |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays. |

| Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | I bump the phone button all the time and have to be careful not to hit the paddle shifters or I will accidentally put the car in manual |

| Text messaging broken/not working | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | This feature use to work while I was driving then suddenly stopped. If I get a text I have to fumble around the touch screen to reply while the car is moving<br>It has not understood what i've said many times. Very frustrating starting text messages over more than once |
| **Please describe conditions when this trouble occurs:** | |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | My major complaint is the lack of reliability. I had several major issues that required it to be returned to the dealer to be fixed in the first couple months |

| Detail on Low Rated Items | |
|---|---|
| | after I purchased it. Since then theres been a steady stream of minor issues that have caused me a lot of of frustration. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Door locks/key fob entry system | |
|---|---|
| **Door locks/key fob entry system** | Door locks broken/not working. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging broken/not working. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBMXEC2[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/29/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C037301631 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M192389330 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 272769646 | ***Report Version*** | 5 | ***Open Date*** | 10/03/2014 |
| ***Close Date*** | 10/03/2014 | ***Narrative Date*** | 10/10/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Engine sound** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **What are your favorite parts of your new vehicle?** | |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Engine exhaust sound** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Clarity of sound** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Fuel economy and driving range** | 2. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |

| Fuel consumption is worse than expected | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **Additional Comments:** | Diesel fuel consumption should be better than a couple more mpg than a gas vehicle |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Where do you do most of your driving?** | Highway/freeway driving (speeds held fairly constant above 45 mph). |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | Yes. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | General driving |

| About You | |
|---|---|
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **Secondary vehicle in your household:** | Impreza Wagon.<br>Secondary Household Vehicle: Purchased Used.<br>2009.<br>Subaru. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Manufacturer?s website.<br>Vehicle test drive.<br>Previous experience with the vehicle/brand. |
| **What is your current marital status?** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your highest education level** | PhD. |
| **Convenience of dealership location** | 4. |
| **Trade-in allowance** | 5. |
| **Dealership treatment** | 5. |
| **Vehicle styling** | 5. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Primary vehicle in your household:** | This one |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Which of the following best describes the area you live in?** | Urban. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **Price** | 4. |
| **Ability to test drive** | 5. |
| **Vehicle performance** | 5. |
| **Vehicle fuel economy** | 5. |
| **Please tell us about the vehicle you replaced (if applicable)** | No - lease<br>2011.<br>Grand Cherokee.<br>Jeep. |
| **When considering this vehicle** | Visit the dealership.<br>Test drive the vehicle.<br>Research online.<br>Interact with dealership by phone. |
| **What price did you pay for your vehicle?** | |
| **What year were you born?** | |
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Financing options** | 5. |
| **Primary vehicle you were considering:** | None- went with Jeep |
| **How may children 17 or under live in your household?** | 1-2. |
| **Vehicle availability** | 4. |
| **Vehicle quality** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation.** | Executive / Managerial. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Please indicate your gender** | [redacted] |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Engine. |

| Overview | |
|---|---|
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Did you review the Printed User Guide?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Please explain further about your choice to recommend your vehicle:** | 2nd Jeep - 1st one was gas, but (fuel consumption aside) very happy with the vehicle |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Not interested in automotive publications |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Engine Fuel Consumption | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG4EC57[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 06/27/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6167421253 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K176463031 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 273125644 | ***Report Version*** | 5 | ***Open Date*** | 09/26/2014 |
| ***Close Date*** | 10/07/2014 | ***Narrative Date*** | 10/14/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Safety and visibility while driving** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Support for popular music/video formats** | 3. |
| **Fuel economy and driving range** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 4. |
| **What are your favorite parts of your new vehicle?** | |
| **Engine performance during acceleration** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Brake responsiveness/effort** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | |
| **Clarity of sound** | 3. |
| **Integration with media players** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Head/leg/foot room** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |

### No Concerns

| No Concerns | |
|---|---|
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Information on the DVD is easy to find and access** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the DVD** | 4 (satisfied). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | It is a luxury SUV that I can transport my business clients,an gives me the flexibility of a family vehicle on the weekends. |
| **DVD format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Brand new vhicle ... hasn't required any Dealer intervention. |
| **Did you review the Printed User Guide?** | No. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

| Detail on High Rated Items | |
|---|---|
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | Knowledgeable, professional, friendly, & non-pushy salesman. Hopefully the service department will follow suit when it's time to bring the vehicle in for service. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Adaptive Cruise Control is really great ! |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | The Collision Avoidance System needs some work. Great idea, but problematic when driving in an urban environment as it is a bit over-sensitve in traffic. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEJT0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | |
| ***Built Date*** | 07/08/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | ***Serial#*** | 6127310891 | | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | ***Serial#*** | M179380616 | | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 3[redacted] | ***System Key*** | 273630238 | ***Report Version*** | 5 | ***Open Date*** | 09/29/2014 |
| ***Close Date*** | 10/10/2014 | ***Narrative Date*** | 10/17/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Engine.<br>Steering, Handling, and Ride.<br>Entertainment/Navigation System/Connectivity.<br>Seats.<br>Transmission and Drivetrain. |

### Hands-Free Phone / Bluetooth system loses connection

| | |
|---|---|
| **Is there more than one phone paired to the vehicle?** | No. |
| **Were you in the middle of a call?** | Yes, and did not transfer call to headset. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Connection problem happens on:** | Bluetooth connection between cell phone and the radio. |
| **Lost connection problem happens when:** | In the middle of a call. |

### Brakes vibrate/shudder excessively when applied

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | The auto break feature where the breaks pump and a disturbing sound emits when the vehicle thinks you are about to hit sometime ahead of you (or if it senses another car crossing your path), really needs more work. Frequently, the auto-break will kick in when there is no impending stoppage threat. I've noticed it most when a car in front of me is slowing down to turn right. The auto-breaking will kick in even when there is plenty of room for me to proceed without the turning vehicle ahead to clear. |
| **Vibration is:** | Severe. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

### Memory Seat controls are broken/not working

| | |
|---|---|
| **Additional Comments:** | Also, the memory seats seem to get confused between my settings and my wife's settings when we're both in the Jeep at the same time. It'll adjust to her settings (driver 2) when I'm the one driving. |
| **Please describe conditions when this trouble occurs:** | My memory seat loses it's memory way too often. Have had this same problem with my 2011 Jeep GC, and still exists in my 2014 Jeep GC. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **Please tell us your cell phone model** | iPhone 4S, soon to be iPhone 6+ |
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **If known, please tell us your software version** | |
| **Please choose your cell phone brand** | Apple. |

### Uconnect Access application does not work on my phone

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Uconnect app doesn't always connect to my Jeep, and I always question whether it's actually performing the command that I initiate on the app. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system loses connection. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What button did you use?** | |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Uconnect Access Application.<br>Remote Features. |

| Uconnect Access Application | |
|---|---|
| **Uconnect Access Application** | Uconnect Access application does not work on my phone. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Recognition feature does not have enough functions available.<br>Voice Activation / Recognition doesn't recognize command. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 5,000-6,999. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes vibrate/shudder excessively when applied. |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Doesn't seem flexible enough to allow necessary changes when it doesn't get my text correct....which is often. |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Memory Seat controls are broken/not working. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | The traffic avoidance feature really doesn't work at all. Spent an extra hour in Atlanta traffic thanks to the GPS continually rerouting my route. Went in a circle for more than 30 minutes until I shut it off and found my way on my own. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/14/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6066410519 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M013484165 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 273284906 | ***Report Version*** | 5 | ***Open Date*** | 10/08/2014 |
| ***Close Date*** | 10/08/2014 | ***Narrative Date*** | 10/15/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Cruise control system works properly, but difficult to understand/use; controls in a poor location

| | |
|---|---|
| **Please indicate why the cruise control system controls are difficult to understand/use; are in a poor location (check all that apply):** | The adaptive cruise responds too quickly when changing lanes. When behind someone going slower than the cruise is set, and then lane changing behind a passing car, the SRT accelerates as soon as it reaches mid lane change, and consequently, can ride up on the car ahead, and brake quickly. Just a little pause, or a wider radar path seems appropriate. |

### About You

| | |
|---|---|
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **When considering this vehicle** | Interact with dealership by email.<br>Test drive the vehicle.<br>Visit the dealership.<br>Interact with dealership by phone.<br>Research online. |
| **Primary vehicle in your household:** | Jeep.<br>2014.<br>Grand Cherokee. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Manufacturer?s website.<br>Vehicle test drive.<br>On-Line blogs or forums.<br>Automotive magazines. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Please tell us about the vehicle you replaced (if applicable)** | 2011.<br>FX50.<br>Infiniti. |
| **Convenience of dealership location** | 1. |
| **Financing options** | 1. |
| **Vehicle performance** | 3. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Please indicate your occupation.** | Owner / Proprietor. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used.<br>G37 Convertible.<br>Infiniti.<br>2014. |
| **Primary vehicle you were considering:** | Audi.<br>Q5. |
| **Please indicate your ethnicity** | [redacted]n. |
| **Please indicate your highest education level** | High school degree / GED. |
| **Please indicate your gender** | [redacted]. |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Price** | 1. |
| **Ability to test drive** | 1. |

| About You | |
|---|---|
| **Vehicle fuel economy** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Please indicate the primary driver's age.** | [redacted]. |
| **What is your current marital status?** | Married. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **What price did you pay for your vehicle?** | 68000 |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ease of using system displays while driving** | 5. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | I noted the Adaptive Cruise and silver colored vent covers. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Clarity of sound** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Interior noise level while driving** | 5. |
| **Fuel economy and driving range** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Ride quality** | 5. |
| **What are your favorite parts of your new vehicle?** | The engine and the ride smoothness. |
| **Engine sound** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |

| Overview | |
|---|---|
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Did you review the Printed User Guide?** | Yes. |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |

| Overview | |
|---|---|
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | The remote start via cell phone is very slow (and most features) in comparison to the Viper cellular remote start I've previously used. It takes 1-1.5 minutes before the car responds. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Detail on High Rated Items | |
|---|---|
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | 5 decibels quieter than my 2011 Infiniti FX50. Very Nice |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | I actually like the fact that it's not an incredibly loud exhaust. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | I didn't see where to comment on this - the covers for the heating/cooling vents are a brushed silver in color. The problem is that during bright sunshine, they reflect terribly in the side mirrors, similar to what a piece of white paper would do on the dash board. The glare/reflection is really annoying and distracting, if not potentially dangerous. I'd like to see those in a matte black instead to reduce reflection. |

| Cruise control system | |
|---|---|
| **Cruise control system** | Cruise control system works properly, but difficult to understand/use; controls in a poor location. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Features/Controls/Displays. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Cruise control system. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/03/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6202410916 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K213461031 | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 273285009 | ***Report Version*** | 5 | ***Open Date*** | 10/08/2014 |
| ***Close Date*** | 10/08/2014 | ***Narrative Date*** | 10/15/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location

| | |
|---|---|
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | via mobile apps such as aha |
| **Please indicate which of the following best describes your concern (check all that apply):** | The buttons for Aha preset stations need to be larger.. its difficult to choose a station while vehicle is in motion... If the buttons were large squares it would be much simpler... also the station names are truncated so you are guseeing at channel names |
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | preset station names names are truncated |

### About You

| | |
|---|---|
| **Please indicate your occupation.** | Owner / Proprietor. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Previous experience with the vehicle/brand.<br>Edmunds.<br>Manufacturer?s website.<br>Vehicle test drive.<br>On-Line blogs or forums. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used.<br>Mercedes-Benz.<br>SL-Class.<br>2014. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Ability to test drive** | 4. |
| **Vehicle fuel economy** | 4. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **When considering this vehicle** | Research online.<br>Interact with dealership by email.<br>Visit the dealership.<br>Test drive the vehicle. |
| **Primary vehicle in your household:** | Toyota.<br>Camry.<br>2007.<br>Primary Household Vehicle: Purchased Used. |
| **Please tell us about the vehicle you replaced (if applicable)** | X5.<br>2010.<br>Replaced Vehicle: Purchased Used.<br>BMW. |
| **Primary vehicle you were considering:** | X5.<br>2014.<br>BMW.<br>Primary Considered Vehicle: Used. |

| About You | |
|---|---|
| **What is your primary language?** | English. |
| **Please indicate your highest education level** | Graduate degree. |
| **Vehicle quality** | 5. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Got tired of the BMW |
| **What price did you pay for your vehicle?** | 47,000 |
| **How may children 17 or under live in your household?** | 1-2. |
| **What year were you born?** | 1[redacted] |
| **Financing options** | 1. |
| **Vehicle availability** | 4. |
| **Trade-in allowance** | 4. |
| **Dealership treatment** | 5. |
| **Vehicle styling** | 5. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Price** | 3. |
| **Convenience of dealership location** | 4. |
| **What is your total household income (before taxes)?** | More than $200,000. |

| Remote Features | |
|---|---|
| **Remote Features** | Remote lock/unlock is difficult to understand/use. |
| | Remote horn and lights are difficult to understand/use. |
| | Remote vehicle start is difficult to understand/use. |
| | Remote phone/email notifications are broken/not working. |

| Remote phone/email notifications are broken/not working | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Messages never worked via my carrier.. I use a MVNO called simple mobile... you need to allow users to add their text setting on the website... |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | i obviously feel this more in traffic |
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | the car kicks between gears 1 and 2... going in for service on 10/15 |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Shifts at wrong times | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe conditions when this trouble occurs:** | |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Gear selector is difficult to operate (auto. trans.) | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe conditions when this trouble occurs:** | goes to wrong gear |
| **Additional Comments:** | I owned a bmw x5 before this vehicle... their setup on this was much simpler... |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | it seems to slip into neutral |
| **Why is the gear selector difficult to operate?** | Other (please describe). |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Navigation system route accuracy** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Engine performance during acceleration** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Clarity of sound** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Seat adjustment and comfort** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **What are your favorite parts of your new vehicle?** | Looks... Infotainment system |
| **Is there anything about your new vehicle you would like to see changed?** | Add Android Auto |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Integration with phones** | 3. |
| **Integration with media players** | 4. |
| **Support for popular music/video formats** | 4. |
| **Interior noise level while driving** | 4. |
| **Fuel economy and driving range** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |

| Overview | |
|---|---|
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

| Overview | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | I love the ride and the upgraded looks of the car.. Coming from a BMW X5 it actually feels like I am in a German car... |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Needs to be upgraded to work on higher density phones such as the Nexus 4... |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Did you review the Owner's Information DVD?** | No. |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |

| Hesitation or delay when shifting between gears | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call | |
|---|---|
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **At other times during use does your phone have poor call quality?** | No. |
| **Does the issue occur when speaking at regular volume?** | Yes. |
| **Additional Comments:** | Callers often tell me thay cant hear me well |
| **Sound quality is poor: (check one)** | For the receiver of the call. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

| Remote horn and lights are difficult to understand/use | |
|---|---|
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **Additional Comments:** | Takes too long to respond |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **What button did you use?** | steering wheel |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Via Mobile broken/not working | |
|---|---|
| **Do other functions of the radio not work when Via Mobile is on?** | No. |
| **Please indicate which feature(s) of Via Mobile are broken/not working (check all that apply):** | Pandora.<br>Aha.<br>iHeartRadio. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Did you receive a pop-up message?** | Yes. |
| **Please describe the trouble you experienced:** | Aha needs to add a pre-buffer... on long trips i need to keep the aha app on the screen and constantly have to refresh becasue it loses connection - Station not avialble at this time... My Pandora wont connect at all.... |
| **Are there multiple users on this account?** | No. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions.<br>Hesitation or delay when shifting between gears.<br>Shifts at wrong times.<br>Gear selector is difficult to operate (auto. trans.). |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain.<br>Entertainment/Navigation System/Connectivity.<br>Other. |

| Hands-Free Phone / Bluetooth system loses connection |
|---|

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **Were you in the middle of a call?** | Yes, and transferred call to headset. |
| **Additional Comments:** | Noticed that it loses connection to bluetooth after streaming audio via aHa after about 1.5 hours... Has happened multiple times |
| **Lost connection problem happens when:** | Other: Please describe when this trouble occurs. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Is there more than one phone paired to the vehicle?** | No. |
| **Connection problem happens on:** | Bluetooth connection between cell phone and the radio. |

| Uconnect Access Application | |
|---|---|
| **Uconnect Access Application** | Uconnect Access features are confusing. |

| Other | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe the other trouble you experienced:** | The camera on the Advanced Tech Package is too sensitive. I have experienced auto braking on a highway going in excess of 65 mph... Car took a dip in the road hard and i guess the camera faced down towards to road and it hit the brakes on me... Has also happened on a city street going at about 20mph after hitting a bump... almost got hit by car behind me... |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe conditions when this trouble occurs:** | car is no longer level to ground |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

| Remote vehicle start is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Takes up to 5 minutes to start?????? Why? |
| **Please describe the trouble you experienced (check all that apply):** | too slow to work |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system loses connection.<br>Hands-Free Phone / Bluetooth system has poor sound quality at far end.<br>Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Speakers have poor sound quality | |
|---|---|
| **Trouble with speaker occurs:** | Only at high volume levels. |
| **Please indicate which speaker has trouble (check all that apply):** | The previous JBL system sounded much better<br>Dosnet really have lows |
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Speakers are not loud enough | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **Trouble with speaker occurs:** | Only at high volume levels. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **If known, please tell us your software version** | 4.4.4 |
| **Entertainment/Navigation System/Connectivity** | none |
| **Please choose your cell phone carrier** | T-Mobile USA. |
| **Please tell us your cell phone model** | Nexus 4 |
| **Please choose your cell phone brand** | LG. |

| Uconnect Access features are confusing | |
|---|---|
| **Additional Comments:** | Have to force close and restart app sometimes.. |
| **Please describe conditions when this trouble occurs:** | Stays red |

| Detail on High Rated Items |
|---|
| |

| Detail on High Rated Items | |
|---|---|
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | love the auto highbeam |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **What button did you use?** | |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | The infotainment system ... and the advance tech package... |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers are not loud enough.<br>Speakers have poor sound quality. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Uconnect Access Application.<br>Remote Features. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Love the fact that you can upgrade your infotainment system via USB! The vehicle is gorgeous! |

| Remote lock/unlock is difficult to understand/use | |
|---|---|
| **Additional Comments:** | takes too long to respond |

| Via Mobile | |
|---|---|
| **Via Mobile** | Via Mobile broken/not working. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEJG9EC2[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | |
| ***Built Date*** | 09/25/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6250320098 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K261361610 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 273631991 | ***Report Version*** | 5 | ***Open Date*** | 10/10/2014 |
| ***Close Date*** | 10/10/2014 | ***Narrative Date*** | 10/17/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Slips/will not engage gear properly/shifts erratically

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | See page before.<br>See page before.<br>See page before.<br>See page before.<br>See page before.<br>See page before. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | See page before.<br>See page before.<br>See page before. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Going into which gear/gears does the trouble occur? (check all that apply):** | See page before.<br>See page before.<br>See page before. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Touchscreen Controls/Menu: Front Screen Display: Other Concerns

| | |
|---|---|
| **Please describe the other trouble you experienced:** | |
| **Please describe conditions when this trouble occurs:** | |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### About You

| | |
|---|---|
| **What price did you pay for your vehicle?** | 43500 |
| **Please tell us about the vehicle you replaced (if applicable)** | 1997.<br>Cherokee.<br>Jeep.<br>Yes. |
| **What is your primary language?** | English. |
| **Primary vehicle you were considering:** | Highlander Hybrid.<br>Toyota.<br>2014.<br>No |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Kelley Blue Book.<br>Manufacturer?s website.<br>Previous experience with the vehicle/brand.<br>Consumer Reports ratings.<br>Edmunds.<br>Vehicle test drive.<br>NHTSA or IIHS safety ratings.<br>On-Line blogs or forums.<br>Dealership information. |
| **Ability to test drive** | 5. |
| **Vehicle quality** | 5. |
| **Vehicle fuel economy** | 5. |

## About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Which of the following best describes the area you live in?** | Urban. |
| **Please indicate your ethnicity** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | Yes. |
| **Dealership treatment** | 4. |
| **Vehicle styling** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Vehicle availability** | 5. |
| **When considering this vehicle** | Research online.<br>Visit the dealership.<br>Test drive the vehicle. |
| **What year were you born?** | [redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Price** | 4. |
| **Vehicle performance** | 5. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **Please indicate your occupation.** | Professional Specialty. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **How may children 17 or under live in your household?** | 0. |
| **Convenience of dealership location** | 2. |
| **Primary vehicle in your household:** | 2012.<br>No<br>Prius.<br>Toyota. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |

## Overview

| | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | I would. I loved my old Jeep. I'm sure the transmission issues are something that will be ironed out in the newer vehicles. Overall vehicle quality is good. I have contacted the dealership about service/looking at transmission issues, but they have not contacted me back. |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **DVD format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | N/A |
| **Was there information needed that was not included in the DVD?** | Don't know. |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | Hard to learn a vehicle's operation in such a short manual. But it's effective. |
| **Please provide feedback on how Chrysler can improve the DVD** | It's neat but not really all that practical for a manual. Would be better if the manual was on the radio or something in the car itself. iPad or whatever. |
| **Please rate your overall level of satisfaction with the DVD** | 3 (neither satisfied nor dissatisfied). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Was there information needed that was not included in the User Guide?** | Some of the more detailed features about the car, but could be found on the interactive manual. |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |

| Overview | |
|---|---|
| **Information on the DVD is easy to find and access** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | iPhone 5 |
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **If known, please tell us your software version** | iOS 8.0.2 |
| **Please choose your cell phone brand** | Apple. |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Transmission concerns listed in this survey. 615-426-2195. |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Via Mobile works properly, but is difficult to understand/use | |
|---|---|
| **Additional Comments:** | Why do I have to have my phone actually RUNNING the app for this to work? VERY frustrating. Should this not be able to run on it's own? I'd rather just run Pandora on my phone through Bluetooth than do all these extra steps to get it to work. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Why do I have to have my phone actually RUNNING the app for this to work? VERY frustrating. |
| **Please indicate which feature(s) of Via Mobile are difficult to understand/use (check all that apply):** | Pandora. |
| **Please describe the trouble you experienced (check all that apply):** | Setup confusing. |

| Shifts at wrong times | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | See page before.<br>See page before.<br>See page before. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | See page before.<br>See page before.<br>See page before.<br>See page before.<br>See page before.<br>See page before. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | See page before.<br>See page before.<br>See page before. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Integration with phones** | 4. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | From my old vehicle to this one, what's not to like? |
| **Is there anything about your new vehicle you would like to see changed?** | Transmission made better. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Fuel economy and driving range** | 3. |
| **Clarity of sound** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Navigation system route accuracy** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Ride quality** | 5. |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | This usually gives hard shifting from 1st->2nd.<br>Same as before. Usually only encounter the downshifting issues, though the 1st->2nd shifting may occur. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | WORST is 1st to 2nd on cold startup (engine not outside temp). Car will lunge forward every time. I'm not accelerating fast in a parking lot.<br>Yep. Same as decel.<br>If you decelerate for a time even if speed is not reduced, car will downshift.<br>Same as maintaining on steep hilly roads.<br>See same in Normal accel.<br>If going downhill at moderate speeds the transmission will downshift especially if in fifth or fourth, down to a lower gear causing lurching/jerking. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Additional Comments:** | I know the transmission is computer operated, but there are some major issues here. I don't want my new vehicle to need a transmission in 3 years. No one seems to acknowledge this issue, though it's very well talked about online. I love my Jeep and my Jeep before it. But this is something Chrysler should prioritize and fix. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | Coming down from fourth, car will shift hard into third. Also will downshift while going downhill, causing the vehicle to pullback.<br>Also sometimes coming down from fifth, car will shift hard into fourth. Also will downshift while going downhill, causing the vehicle to pullback.<br>Shifting up to 2nd, car will lunge forward. Sometimes very harshly |
| **Please describe conditions when this trouble occurs:** | See notes above. |

| Hesitation or delay when shifting between gears | |
|---|---|
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | See page before.<br>See page before.<br>See page before.<br>See page before.<br>See page before.<br>See page before.<br>See page before. |

| Hesitation or delay when shifting between gears | |
|---|---|
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | See page before.<br>See page before. |
| **Please describe conditions when this trouble occurs:** | |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | See page before.<br>See page before.<br>See page before. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Transmission and Drivetrain. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Gear selector is difficult to operate (auto. trans.).<br>Hesitation or delay when shifting between gears.<br>Shift between gears is rough/harsh under normal driving conditions.<br>Shifts at wrong times.<br>Slips/will not engage gear properly/shifts erratically. |

| Gear selector is difficult to operate (auto. trans.) | |
|---|---|
| **Why is the gear selector difficult to operate?** | Operation of gear selector is confusing/doesn't make sense. |
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | Sometimes switching from Drive to R, it will go directly into P which is frustrating.<br>Most of the time from P, I hit N then have to pull again for Drive. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Won't allow reply or any other function other than reading.<br>Won't read message. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Uconnect Store | |
|---|---|
| **Uconnect Store** | Uconnect store works but is difficult to understand/use. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Uconnect Store.<br>Uconnect Access Application. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **What button did you use?** | |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | I've filled out several surveys, I wish there was only one or two? I think this is the fourth! Love a call from someone with knowledge about the transmission issues. Radio could be better. Would love if Jeep/Chrysler would support an upgrade to iOS in the Car when available to older models that will support it. Would love to see a Jeep Hybrid or at least one that has a engine that would turn off at a stoplight. If environment is a big selling feature for Jeep, then Jeep should be a leader in it. |
| **What has Chrysler done right?** | My JGC is a solid vehicle. Has the style that I like and we're very happy. I would have kept my 97 JC for 10 more years, had we not needed a new vehicle for a life changing event (baby). I will continue to recommend the brand to those who ask. |

| Uconnect Access features are confusing |
|---|

| Uconnect Access features are confusing | |
|---|---|
| **Additional Comments:** | Why does UConnect have to run on the phone for the App to work on the car? |
| **Please describe conditions when this trouble occurs:** | Running Apps |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **What button did you use?** | |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

| Uconnect Access Application | |
|---|---|
| **Uconnect Access Application** | Uconnect Access features are confusing. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Recognition feature does not have enough functions available.<br>Voice Activation / Recognition doesn't recognize command. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Transmission issues have been low. Non-response on that has been concerning. The apps integration (Pandora, etc.) is not useful. |

| Uconnect store works but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Store really doesn't do anything on the car. I have to go to the website to activate Pandora. Then there's the whole deal about the app, described earlier. |

| Via Mobile | |
|---|---|
| **Via Mobile** | Via Mobile works properly, but is difficult to understand/use. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG3EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/16/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | K070410085 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K130461158 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 274522890 | ***Report Version*** | 5 | ***Open Date*** | 10/08/2014 |
| ***Close Date*** | 10/19/2014 | ***Narrative Date*** | 10/24/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Vehicle Exterior. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/02/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6353321374 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K353363147 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 274285748 | ***Report Version*** | 5 | ***Open Date*** | 10/12/2014 |
| ***Close Date*** | 10/16/2014 | ***Narrative Date*** | 10/23/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **What are your favorite parts of your new vehicle?** | |
| **Engine exhaust sound** | 3. |
| **Climate control operation (function and ease of use)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Integration with phones** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Engine sound** | 3. |
| **Appearance of exterior paint** | 4. |
| **Ride quality** | 4. |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Interior noise level while driving** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Integration with media players** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Fuel economy and driving range** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | |
| **Clarity of sound** | 3. |

## About You

| | |
|---|---|
| **How may children 17 or under live in your household?** | 1-2. |
| **Vehicle availability** | 3. |
| **Ability to test drive** | 4. |
| **Price** | 5. |
| **Vehicle performance** | 5. |
| **Vehicle fuel economy** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Previous experience with the vehicle/brand.<br>Vehicle test drive. |
| **When considering this vehicle** | Research online.<br>Test drive the vehicle.<br>Interact with dealership by phone.<br>Visit the dealership.<br>Interact with dealership by email. |
| **What price did you pay for your vehicle?** | |
| **What year were you born?** | |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Trade-in allowance** | 4. |
| **Vehicle styling** | 5. |
| **Primary vehicle you were considering:** | BMW.<br>2014.<br>Primary Considered Vehicle: Used.<br>X3. |
| **Please tell us about the vehicle you replaced (if applicable)** | Grand Cherokee.<br>Jeep.<br>Replaced Vehicle: Purchased Used.<br>2006. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **What is your total household income (before taxes)?** | $60,000 - $79,999. |
| **Financing options** | 4. |
| **Please indicate your occupation status.** | Retired. |
| **Please indicate your highest education level** | Trade / technical school. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Dealership treatment** | 4. |
| **Vehicle quality** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your primary language?** | English. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Convenience of dealership location** | 3. |

## Overview

| | |
|---|---|
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **DVD format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information on the DVD is easy to find and access** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |

| Overview | |
|---|---|
| **Was the trouble resolved to your satisfaction?** | No. |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the DVD** | 3 (neither satisfied nor dissatisfied). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | dealer is closer to home |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Entertainment/Navigation System/Connectivity. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 724-882-0992 |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **If known, please tell us your software version** | |
| **Please choose your cell phone brand** | Samsung. |
| **Please tell us your cell phone model** | s5 |
| **Please choose your cell phone carrier** | Verizon Wireless. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Don't think the system is working. Had it to the dealer twice and they can't prove to me it's working. |
| **Additional Comments:** | Even when I get very close to the vehicle in front of me I don't get a warning. I only got a warning once in 7000 miles |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG1FC624266 | ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/09/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6213420221 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K216461663 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 4059630 | ***System Key*** | 273883428 | ***Report Version*** | 5 | ***Open Date*** | 10/13/2014 |
| ***Close Date*** | 10/13/2014 | ***Narrative Date*** | 10/20/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Convenience of dealership location** | 5. |
| **Financing options** | 5. |
| **Vehicle performance** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please tell us about the vehicle you replaced (if applicable)** | Ford.<br>Ranger Pickup.<br>Replaced Vehicle: Purchased Used. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: Used. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership.<br>Interact with dealership by phone. |
| **Please indicate your highest education level** | High school degree / GED. |
| **Primary vehicle in your household:** | Jeep.<br>Liberty.<br>Primary Household Vehicle: Purchased Used.<br>2008. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **What year were you born?** | |
| **What price did you pay for your vehicle?** | 44,815 |
| **Vehicle availability** | 5. |
| **Trade-in allowance** | 5. |
| **Dealership treatment** | 5. |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **Secondary vehicle you were considering:** | 2014.<br>300.<br>Chrysler.<br>Secondary Considered Vehicle: Used. |
| **Vehicle quality** | 5. |
| **Vehicle fuel economy** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation status.** | [redacted]. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Price** | 5. |
| **Ability to test drive** | 5. |
| **Vehicle styling** | 5. |
| **What is your primary language?** | English. |
| **Please indicate your occupation.** | Executive / Managerial. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Previous experience with the vehicle/brand. |
| **Did you purchase or lease your vehicle?** | Purchase. |

| About You | |
|---|---|
| **Which of the following best describes the area you live in?** | Urban. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | The quietness of the vehicle and the ride |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | I would like to have had more choices of color |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |

| No Concerns | |
|---|---|
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Was there information needed that was not included in the User Guide?** | Is there a way to turn the radio off completely? I have to use the mute button each time I enter the car |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |

| No Concerns | |
|---|---|
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **Please explain further about your choice to recommend your vehicle:** | I am very happy with this vehicle and feel the vehicle will be all and more than I expected |
| **Which feature or section of the Printed User Guide did you find most helpful and why?** | The printed guide helped with the |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Which feature or section of the Printed User Guide did you find least helpful and why?** | I Couldn't find the information I was looking for on the off and on of the radio |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

| Detail on High Rated Items | |
|---|---|
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | This is the first vehicle I have had blue tooth available and feel this should be standard on all cars |
| **You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.** | This is very accurate for |
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | I would have preferred an option to have selected chrome wheels |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | I Am very pleased with this veh |
| **What has Chrysler done right?** | I have a 2008 Jeep Liberty and the 2015 is so much better vehicle |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBM6EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 12/18/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C270308212 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M296360069 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 274523280 | ***Report Version*** | 5 | ***Open Date*** | 10/19/2014 |
| ***Close Date*** | 10/19/2014 | ***Narrative Date*** | 10/24/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Price** | 2. |
| **Ability to test drive** | 2. |
| **Primary vehicle you were considering:** | 2014.<br>Audi.<br>Q5.<br>Primary Considered Vehicle: Used. |
| **Vehicle fuel economy** | 4. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your occupation.** | Executive / Managerial. |
| **Please tell us about the vehicle you replaced (if applicable)** | Ford.<br>Escape.<br>2012.<br>Replaced Vehicle: Purchased Used. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **What price did you pay for your vehicle?** | $52,000 |
| **Vehicle availability** | 2. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 25-26 mpg. |
| **Vehicle quality** | 4. |
| **Vehicle styling** | 4. |
| **Please indicate your ethnicity** | [redacted] |
| **Primary vehicle in your household:** | Grand Cherokee.<br>Jeep.<br>Primary Household Vehicle: Purchased Used.<br>2014. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Recommendations from friends or family.<br>Vehicle test drive. |
| **When considering this vehicle** | Research online.<br>Visit the dealership.<br>Test drive the vehicle. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **How may children 17 or under live in your household?** | 0. |
| **Convenience of dealership location** | 2. |
| **Financing options** | 2. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **What year were you born?** | [redacted] |
| **Trade-in allowance** | 2. |
| **Dealership treatment** | 2. |
| **Vehicle performance** | 3. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your primary language?** | English. |
| **What is your total household income (before taxes)?** | More than $200,000. |

| About You | |
|---|---|
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ease of using system displays while driving** | 3. |
| **Engine sound** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Ride quality** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **What are your favorite parts of your new vehicle?** | |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Clarity of sound** | 4. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Fuel economy and driving range** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | |
| **Engine exhaust sound** | 3. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Brake responsiveness/effort** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **What is your attitude overall towards your new car?** | 4. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Brake warning alarm sounds when no vehicles are in front of me or stopped |

| Overview | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| | Yes. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | |
| **Which automotive publications do you subscribe to? (check all that apply)** | Car and Driver. |
| **Did you review the Printed User Guide?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/10/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6050311006 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M059368397 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | | ***System Key*** | 268519739 | ***Report Version*** | 3 | ***Open Date*** | 08/18/2014 |
| ***Close Date*** | 08/18/2014 | ***Narrative Date*** | 08/25/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Detail on High Rated Items

| | |
|---|---|
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **"""You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share."""** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated ride quality High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **"""You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share."""** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated integration with media players High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **"""You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share."""** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |

| Detail on High Rated Items | |
|---|---|
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **"""You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share."""** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **"""You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share."""** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **"""You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share."""** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **"""You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share."""** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | Yeah my warranty honored with a dash thats the same color as the one I purchased and no having to settle for a different color or no one taking responsibility. [2014-08-25 01:16:47.870] |
| **How do you feel about the durability of your new vehicle?** | 3. [2014-08-25 01:16:47.870] |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. [2014-08-25 01:16:47.870] |
| **Clarity of sound** | 5. [2014-08-25 01:16:47.870] |
| **Appearance of exterior paint** | 5. [2014-08-25 01:16:47.870] |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. [2014-08-25 01:16:47.870] |
| **Headlight illumination/performance during night-time driving** | 5. [2014-08-25 01:16:47.870] |
| **Ease of getting into and out of vehicle** | 5. [2014-08-25 01:16:47.870] |
| **Safety and visibility while driving** | 5. [2014-08-25 01:16:47.870] |
| **Engine performance during acceleration** | 5. [2014-08-25 01:16:47.870] |
| **Transmission gear change performance (smoothness)** | 5. [2014-08-25 01:16:47.870] |
| **"""Difficult driving conditions (adverse weather, off-road)"""** | 5. [2014-08-25 01:16:47.870] |
| **Ride quality** | 5. [2014-08-25 01:16:47.870] |
| **What is your attitude overall towards the BRAND of your new car?** | 1. [2014-08-25 01:16:47.870] |
| **Integration with phones** | 5. [2014-08-25 01:16:47.870] |

| Vehicle Satisfaction Ratings | |
|---|---|
| """"Wheels, rims, and tires appearance and styling""""" | 5. [2014-08-25 01:16:47.870] |
| Vehicle storage and space usage | 5. [2014-08-25 01:16:47.870] |
| Head/leg/foot room | 5. [2014-08-25 01:16:47.870] |
| """"Operating controls while driving (gear selector, turn signals, horn, etc.)""""" | 5. [2014-08-25 01:16:47.870] |
| Location and usefulness of interior lighting | 5. [2014-08-25 01:16:47.870] |
| Brake responsiveness/effort | 5. [2014-08-25 01:16:47.870] |
| Fuel economy and driving range | 2. [2014-08-25 01:16:47.870] |
| What is your attitude overall towards your new car? | 3. [2014-08-25 01:16:47.870] |
| Ease of using system displays while driving | 5. [2014-08-25 01:16:47.870] |
| Support for popular music/video formats | 5. [2014-08-25 01:16:47.870] |
| """"Rear view styling (rear fascia, bumper)""""" | 5. [2014-08-25 01:16:47.870] |
| Interior noise level while driving | 5. [2014-08-25 01:16:47.870] |
| """"Steering and handling (responsiveness, stability)""""" | 5. [2014-08-25 01:16:47.870] |
| What are your favorite parts of your new vehicle? | When I can go a month without taking it into the dealership for a recall or problem. [2014-08-25 01:16:47.870] |
| """"Overall audio, entertainment, and navigation system impression""""" | 5. [2014-08-25 01:16:47.870] |
| Integration with media players | 5. [2014-08-25 01:16:47.870] |
| Navigation system route accuracy | 5. [2014-08-25 01:16:47.870] |
| Exterior design and appearance (overall impression) | 5. [2014-08-25 01:16:47.870] |
| """"Front view styling (front fascia, hood, grille, headlight area)""""" | 5. [2014-08-25 01:16:47.870] |
| Seat adjustment and comfort | 5. [2014-08-25 01:16:47.870] |
| Steering wheel adjustment | 5. [2014-08-25 01:16:47.870] |
| Climate control operation (function and ease of use) | 5. [2014-08-25 01:16:47.870] |
| Engine exhaust sound | 5. [2014-08-25 01:16:47.870] |
| How was your purchasing experience (the dealer/dealership)? | 5. [2014-08-25 01:16:47.870] |

| Overview | |
|---|---|
| Information in the Smartphone Application is easy to find and access | 3 (neither agree nor disagree). [2014-08-25 01:16:47.870] |
| Was the trouble resolved to your satisfaction? | No. [2014-08-25 01:16:47.870] |
| Where did you take your vehicle to have your trouble checked out? (check all that apply) | "Took to the dealer I purchased my vehicle from. [2014-08-25 01:16:47.870]""2 weeks after I bought it. They couldn't do anything, Chrysler then said they couldn't do anything. Here we are 8 months later on a car I spent over $50,000 on and my warranty of a new dash has not been met. I have had 3 or 4 recall notices on the car. Jeep discontinued making the color of my dash and refuses to fix it, the dealership of course won't fix it because they say its Chryslers problem. Its a joke if you ask me that no one will fix it or even take fault for there being something wrong. I would never recommend Jeep to anyone and if I could return my car and get all of my money back I would.""" |
| Have you taken the vehicle to a dealer to have your trouble corrected? | Yes. [2014-08-25 01:16:47.870] |
| """"If our team has any additional questions about your responses, would you accept further contact?""""" | """"Yes, by phone or e-mail. "" [2014-08-25 01:16:47.870]" |
| Please explain further about your choice to recommend your vehicle: | """"I purchased a brand new Jeep Cherokee Overland in late November of 2013. At the time I did no have my license. I did however receive my license on December 10, 2013 and at that time noticed that the dash board of the brand new vehicle was cracked. So my first time driving my car I went to the dealership in which I purchased it, Colorado Chrysler Jeep. They took the pictures and sent it in to corporate because it was under warranty. I didn't hear anything for about a month and so I figured I would call. Upon calling the gentleman who filed my warranty claim he never returned my phone calls. After three other times calling and now a month and a half after filing the claim someone was able to let me know that the part was on its way. So I make an appointment for my car to be taken in on a Monday. I bring it in early so that they can start working on it right away. They tell me it is going to be a 2 day job so it should be done on Wednesday. So I call them on Wednesday and they say it is taking a little longer and should be done on Thursday. So I call back on Thursday and they say again that it is taking longer so it will possibly be Friday or over the weekend to get it done. At that point the truth comes out that they hadn't even started working on my car for the 3 days it had been there so I go to pick it up and nothing was fixed. I then get a call from the service manager letting me know what happened. He said that Jeep sent them the wrong part. He also admitted to his staff lying to me about working on it when it was in their and that they should have told me what was going on. So he says they will order the part again. Order the part again and its the wrong color. We repeat this about 3 times and come to find out that Jeep |

| Overview | |
|---|---|
| | discontinued making the color of dash that I have in my 2014 Jeep. This is now 5 months after my initial warranty claim we are finding this out. So I take my complaint to the Jeep corporate office and quickly get "" [2014-08-25 01:16:47.870]" |
| **"""Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?"""** | Yes. [2014-08-25 01:16:47.870] |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). [2014-08-25 01:16:47.870] |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). [2014-08-25 01:16:47.870] |
| **Would you recommend this vehicle to family or friends?** | No. [2014-08-25 01:16:47.870] |
| **"""Overall, how satisfied are you with the quality of your new vehicle?"""** | Very dissatisfied. [2014-08-25 01:16:47.870] |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). [2014-08-25 01:16:47.870] |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. [2014-08-25 01:16:47.870] |

| About You | |
|---|---|
| **Please indicate your gender** | Male. [2014-08-25 01:16:47.870] |
| **What is your current marital status?** | Single / never married. [2014-08-25 01:16:47.870] |
| **What is your total household income (before taxes)?** | """$100,000 - $124,999. "" [2014-08-25 01:16:47.870]" |
| **Please indicate your ethnicity** | Caucasian. [2014-08-25 01:16:47.870] |
| **Please tell us about the vehicle you replaced (if applicable)** | Chevrolet. [2014-08-25 01:16:47.870] |
| | Replaced Vehicle: Purchased Used. [2014-08-25 01:16:47.870] |
| | 2008. [2014-08-25 01:16:47.870] |
| | TrailBlazer. [2014-08-25 01:16:47.870] |
| **What year were you born?** | 1977 [2014-08-25 01:16:47.870] |
| **Did you purchase or lease your vehicle?** | Purchase. [2014-08-25 01:16:47.870] |
| **What price did you pay for your vehicle?** | """Over $50,000"" [2014-08-25 01:16:47.870]" |
| **Secondary vehicle in your household:** | 2014. [2014-08-25 01:16:47.870] |
| | Secondary Household Vehicle: Purchased New. [2014-08-25 01:16:47.870] |
| | XV Crosstrek. [2014-08-25 01:16:47.870] |
| | Subaru. [2014-08-25 01:16:47.870] |
| **Please indicate your highest education level** | 4 year college degree. [2014-08-25 01:16:47.870] |
| **What is your primary language?** | English. [2014-08-25 01:16:47.870] |
| **Which of the following best describes the area you live in?** | Urban. [2014-08-25 01:16:47.870] |
| **Is this your first new vehicle ever purchased / leased?** | Yes. [2014-08-25 01:16:47.870] |
| **How may children 17 or under live in your household?** | 0. [2014-08-25 01:16:47.870] |

| What Can We Do Better?> | |
|---|---|
| **Feedback/Concerns:** | Don't stop making the interior of a car months after you sell a car? What do I do now if I get in a car wreck months or years from now? You couldn't get me a new dash that was the same 1 month after I bought the car so you think you are going to be able to years from now. Shame on you Chrysler for ripping people off and not caring. You didn't care enough to have me talk to anyone but some 20 year old straight out of high school reading off of a script in your call center. [2014-08-25 01:16:47.870] |
| **What has Chrysler done right?** | """Absolutely nothing! Chrysler should be ashamed of how they do business in that someone spends over $50,000 on a car, they discontinue making the color of their interior 2 months after the car is bought and then say well its out of our hands. I believe the exact words of the Customer Care Agent was """"well that dash is as close as we can get"""". The first day I drove my car I went straight back to the dealership to report this problem and 8 months later Chrysler has done nothing and the dealership has done nothing!"" [2014-08-25 01:16:47.870]" |

| Detail on Low Rated Items | |
|---|---|
| **You rated your attitude about the brand of your new car Low. Use this space to provide any specific comments you would like to share.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | """I like my car but I despise Chrysler and how they have treated me and the lack of care for someone who just spent $50,000 on a brand new car."" [2014-08-25 01:16:47.870]" |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location""" |
|---|

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location""" | |
|---|---|
| **Additional Comments:** | It alerts me for no reason when I am driving straight and no one is in front of me. At times it even slams on the brakes and almost makes me stop. [2014-08-25 01:16:47.870] |

| Welcome> | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | """1,000-2,999. "" [2014-08-25 01:16:47.870]" |
| **Are you the primary driver of this vehicle?** | Yes. [2014-08-25 01:16:47.870] |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. [2014-08-25 01:16:47.870]<br>Interior Trim/Storage/Windows. [2014-08-25 01:16:47.870] |

| Contact Me> | |
|---|---|
| **"""Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?"""** | Yes. [2014-08-25 01:16:47.870] |
| **"""To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you."""** | """I purchased a brand new Jeep Cherokee Overland in late November of 2013. At the time I did no have my license. I did however receive my license on December 10, 2013 and at that time noticed that the dash board of the brand new vehicle was cracked. So my first time driving my car I went to the dealership in which I purchased it, Colorado Chrysler Jeep. They took the pictures and sent it in to corporate because it was under warranty. I didn't hear anything for about a month and so I figured I would call. Upon calling the gentleman who filed my warranty claim he never returned my phone calls. After three other times calling and now a month and a half after filing the claim someone was able to let me know that the part was on its way. So I make an appointment for my car to be taken in on a Monday. I bring it in early so that they can start working on it right away. They tell me it is going to be a 2 day job so it should be done on Wednesday. So I call them on Wednesday and they say it is taking a little longer and should be done on Thursday. So I call back on Thursday and they say again that it is taking longer so it will possibly be Friday or over the weekend to get it done. At that point the truth comes out that they hadn't even started working on my car for the 3 days it had been there so I go to pick it up and nothing was fixed. I then get a call from the service manager letting me know what happened. He said that Jeep sent them the wrong part. He also admitted to his staff lying to me about working on it when it was in their and that they should have told me what was going on. So he says they will order the part again. Order the part again and its the wrong color. We repeat this about 3 times and come to find out that Jeep discontinued making the color of dash that I have in my 2014 Jeep. This is now 5 months after my initial warranty claim we are finding this out. So I take my complaint to the Jeep corporate office and quickly get "" [2014-08-25 01:16:47.870]" |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | """Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. "" [2014-08-25 01:16:47.870]" |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCT2EC[redacted] | **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| **Built Date** | 04/17/2014 | **Market** | U | US | **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| **Engine** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | **Serial#** | 6084411047 | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | **Serial#** | M063409607 | |
| **Color** | PBU | TRUE BLUE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 274978188 | **Report Version** | 5 | **Open Date** | 10/22/2014 |
| **Close Date** | 10/22/2014 | **Narrative Date** | 10/29/2014 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### Detail on High Rated Items

| | |
|---|---|
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | 5.7 Hemi mated with the new transmission is excellent. |
| **You rated ride quality High. Use this space to provide any specific comments you would like to share.** | Air suspension is excellent. |
| **You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.** | Bins surrounding spare tire are great storage feature. |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | Highly satisfied. |
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | Access to Pandora is great! |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | Have had many compliments on color (blue). |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | Highly satisfied. |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | Jeep continues to lead the field. |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | Possible misunderstanding: noise level is well controlled. |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | Always liked the auto-dimming feature. |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | Heavy duty brakes are a definite improvement. |

### About You

| | |
|---|---|
| **Ability to test drive** | 1. |
| **Price** | 4. |
| **Vehicle performance** | 5. |
| **Secondary vehicle in your household:** | Caliber.<br>Dodge.<br>2008.<br>Secondary Household Vehicle: Purchased Used. |
| **Please indicate your ethnicity** | [redacted] |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased Used.<br>Jeep.<br>2008.<br>Grand Cherokee. |
| **Please indicate your occupation status.** | [redacted] |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Vehicle availability** | 4. |
| **Vehicle quality** | 5. |
| **What is your primary language?** | English. |
| **Please indicate your occupation.** | Executive / Managerial. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Previous experience with the vehicle/brand. |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **What price did you pay for your vehicle?** | |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Vehicle fuel economy** | 3. |
| **Convenience of dealership location** | 5. |
| **Please indicate your highest education level** | Graduate degree. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: Used. |
| **When considering this vehicle** | Visit the dealership. |
| **What year were you born?** | |
| **Financing options** | 1. |
| **Trade-in allowance** | 4. |
| **Dealership treatment** | 4. |
| **Vehicle styling** | 5. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Which of the following best describes the area you live in?** | Rural. |

| Overview | |
|---|---|
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the DVD** | 4 (satisfied). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **DVD format is easy to understand and use** | 4 (agree). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Information on the DVD is easy to find and access** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | |
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **What are your favorite parts of your new vehicle?** | |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Steering, Handling, and Ride. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Fast and complete dealer response (Chapman in Payson, AZ) |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM0EC3[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 12/19/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 ECODIESEL ENGINE | | | ***Serial#*** | C269307773 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M303362311 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 274978491 | ***Report Version*** | 5 | ***Open Date*** | 10/22/2014 |
| ***Close Date*** | 10/22/2014 | ***Narrative Date*** | 10/29/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What year were you born?** | |
| **Please indicate your highest education level** | 4 year college degree. |
| **Please indicate your ethnicity** | [redacted]n. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Previous experience with the vehicle/brand.<br>Vehicle test drive.<br>Automotive magazines.<br>Manufacturer?s website. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **What price did you pay for your vehicle?** | |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Please tell us about the vehicle you replaced (if applicable)** | 2006.<br>Grand Cherokee.<br>Jeep.<br>new |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **Please indicate your occupation.** | Technical Specialty. |
| **When considering this vehicle** | Test drive the vehicle.<br>Interact with dealership by phone.<br>Visit the dealership.<br>Interact with dealership by email.<br>Research online. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: Used. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 25-26 mpg. |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **Which of the following best describes the area you live in?** | Suburban. |

### Contact Me

| | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Is it normal to smell the ammonia type smell in the cabin from time to time? [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | tires, althogh they are very good in dry conditions, they hydroplane, and could be better in snow. I would also like to be able to put my right foot flat on the floor (less tunnel), steering wheel is great except for the plasticy since 1941 at the bottom |
| **Navigation system route accuracy** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Engine performance during acceleration** | 4. |
| **Engine exhaust sound** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Vehicle storage and space usage** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Head/leg/foot room** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Clarity of sound** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **What are your favorite parts of your new vehicle?** | IP (cluster / radio), heated steering wheel, mileage and capability combined |
| **Integration with phones** | 4. |
| **Appearance of exterior paint** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |

| No Concerns | |
|---|---|
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Motor Trend.<br>Consumer Reports ratings. |
| **Did you review the Owner's Information DVD?** | No. |
| **Did you review the Printed User Guide?** | Yes. |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | I prefer the full owners manual which you mailed to me on request |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | great mileage and range with diesel, great ride and cornering, great looking |
| **Feedback/Concerns:** | Not sure if the ammonia smell in the cabin from time to time is normal. |

| Detail on High Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | I love all the information that I can setup on the cluster without needing to page around |
| **You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.** | much better passenger room and cargo room than my old 2006 Jeep |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | This is my fourth Grand Cherokee and by far the nicest |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/07/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6120421814 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K122463674 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 275085957 | ***Report Version*** | 5 | ***Open Date*** | 10/22/2014 |
| ***Close Date*** | 10/23/2014 | ***Narrative Date*** | 10/30/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Other

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe the other trouble you experienced:** | Probably should have included the fan speed control issue here, but didn't know space would be available. |

### Front doors are difficult to open/close

| | |
|---|---|
| **Additional Comments:** | Call me if you need information in addition to what I have provided above |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which door is difficult to open/close (check all that apply):** | Does not latch properly unless you use extreme strength behind swinging door to close it |

### Squeak/rattle/abnormal noises from sun visor/vanity mirror

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Every single time a visor is touched, it pops out of the holder. |
| **Additional Comments:** | The sun visors have a very poor mechanism. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which Sun Visor has abnormal noises** | Any time someone touches one of the sun visors, it pops out of its holder and swings toward the occupant. No matter how light the touch is to swing it down, it pops out of the holder and has to be reinserted which requires taking your eyes off of the road because it has to be inserted "just so" to get it to go in and stay in place. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### About You

| | |
|---|---|
| **What price did you pay for your vehicle?** | 48,279 |
| **Please indicate your ethnicity** | [redacted]. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Consumer Reports ratings.<br>Manufacturer?s website.<br>Automotive magazines.<br>Dealership information.<br>Vehicle test drive. |
| **Please indicate your occupation.** | Executive / Managerial. |
| **Trade-in allowance** | 1. |
| **Price** | 2. |
| **Vehicle availability** | 4. |
| **Vehicle quality** | 5. |
| **Primary vehicle in your household:** | Grand Cherokee.<br>Primary Household Vehicle: Purchased Used.<br>2014.<br>Jeep. |
| **When considering this vehicle** | Interact with dealership by email.<br>Interact with dealership by phone.<br>Research online.<br>Visit the dealership. |
| **Is this your first new vehicle ever purchased / leased?** | No. |

## About You

| | |
|---|---|
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2013.<br>Terrain.<br>Replaced Vehicle: Purchased Used. |
| **Ability to test drive** | 4. |
| **Vehicle fuel economy** | 4. |
| **Vehicle performance** | 5. |
| **Primary vehicle you were considering:** | Dodge.<br>Ram 1500.<br>Primary Considered Vehicle: Used. |
| **Please indicate your occupation status.** | [redacted]. |
| **What year were you born?** | [redacted] |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Greater versatility in use of Grand Cherokee compared to truck |
| **What is your total household income (before taxes)?** | $60,000 - $79,999. |
| **How may children 17 or under live in your household?** | 0. |
| **Convenience of dealership location** | 4. |
| **Please indicate your gender** | [redacted]. |

## Interior materials soils/scuffs too easily

| | |
|---|---|
| **Additional Comments:** | Again, it is beautiful material. Only time will tell if it becomes as unsightly as I fear it may. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

## Detail on High Rated Items

| | |
|---|---|
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | Again, we use the system for music from a smart phone and are listening to many of the XM stations. Haven't tried video formats yet, but if we keep this vehicle, will give that a try and should love it too. |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | Love the look! |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | Quality of light and front and side distance covered is excellent. Not sure the automatic and variable adjustment features are working correctly, but hope to figure that out soon. |
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | There is a height difference for me and my spouse who occasionally drive our Jeep so the power adjustment of the steering wheel is a very nice feature for us. Best I have used thus far in my long history with buying vehicles. |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | Nice, comfortable interior. No concerns except for amount of storage and no space to set things like purses, paperwork, etc. |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | Steers and handles so easily, it could be an over-steering problem for an inattentive driver, but I love it. |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | We purchased the Summit model because of the additional chrome in these areas and the look of this model compared to the lower cost models. |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | Don't hear a thing. |
| **You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.** | Getting good mileage, especially considering the speeds and terrain we drive. |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | Good acceleration. Couldn't ask for better. |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | My daughter and I are both tall. We have plenty of head/leg/foot room. Never a bumped head. |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | No problems here. Not noticing the brakes at all means they are working well and I am comfortable with the operation. |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | We loved the look of this vehicle which is why we started considering purchasing one. We still love the look, but the issues identified pre-purchase and our experience with the dealership has us feeling like it may not have been a good purchase. |
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | We use this feature all the time. It is a great safety feature for driver and passengers. Looking forward to the day when multiple phones can be linked to the system at the same time. |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | Love the access to many features and settings on steering wheel. Still getting familiar with features and screen appearance on dash but so far feel like most things are easy to use and readily accessible.<br>Love the look! |

| Detail on High Rated Items | |
|---|---|
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | |
| **You rated integration with media players High. Use this space to provide any specific comments you would like to share.** | My daughter who is in her early 20s plays music from her smart phone through this system and we love it. |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | Nice and quiet. |
| **You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.** | Very smooth changes between gears. |

| Steering wheel vibrates excessively while driving | |
|---|---|
| **Please describe conditions when this trouble occurs:** | All conditions when reach speeds around 45 mph. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Vibration is:** | Moderate. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Steering wheel vibration trouble occurs during these speeds (check all that apply):** | Didn't notice at very low speeds but long before hit 45-50 miles per hour I and front and rear passengers could feel the vibration. The vibration was significant enough that I believed it was a safety hazard and insisted it be fixed right away if I bought the vehicle. I consider the vibration to be moderate only because what I consider to be severe would be a vibration that caused me to lose control of the vehicle. With this significant but not severe vibration, I could keep control of the vehicle on smooth roadway. When the road was bumpy, the vehicle would "dance" around and I didn't have complete control and slowed down. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Additional Comments:** | Problem was noticed during test drive and fixing it right away was a condition of my purchasing the vehicle. Much frustration accompanied the process of getting the dealership to begin work on this issue and the process drug out much longer than was necessary. If you want to more fully understand what happened, give me a call. |

| Hood is difficult to open/close | |
|---|---|
| **Additional Comments:** | As mentioned above, as far as I know the adjustment made by the body shop has taken care of this problem |

| Seat belt locks at inappropriate times or not at all; will not retract properly | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Faulty seatbelt system is a problem at all times the vehicle has occupants. |
| **Please indicate which seat belt has trouble (check all that apply):** | As mentioned in Driver's seat field. |
| | As mentioned in Driver's seat field. |
| | As mentioned in Driver's seat field. |
| **Seat belt trouble is:** | Other (please describe). |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | This could be an outstanding vehicle; there is so much we love about it. I bought a life-time warranty for $3,400, MOPAR Vehicle Protection, product of Chrysler Corp., LLC, and have 60 days from the purchase date to cancel the policy. If we aren't able to resolve our issues with this vehicle and the poor quality of service from this dealership before the end of that time period, we will cancel the policy because we will not keep the vehicle under these circumstances. The policy isn't transferrable to a new owner, assuming we are able to find a new owner considering the recent bad press about recalls on the Grand Cherokee and the ever-worsening reputation of the Lithia Chrysler Jeep and Dodge dealership here in Helena. The dealership would like to make the problem to be that we are unreasonable in our expectations for vehicle quality and quick, efficient service of known, potentially dangerous mechanical issues, but we have bought many vehicles over the years from other dealerships who value our business and who we readily and highly recommend to everyone we talk to about our vehicle purchases. We stayed with a local dealer for this purchase only because we are older, retired and no longer want to drive long distances for service work. However, when we were told by this dealership that they don't want customers like us, we offered to take our service work to a dealership in another town. If you would like for us to do that, please make arrangements for us to work with another Chrysler dealership that is not a part of the Lithia Corporation. By the way, this same General Manager also told us that the persons who filed complaints with Montana's Office of Consumer Protection committed fraud when they |

| What Can We Do Better? | |
|---|---|
| | filed their complaints. I find this hard to believe and, even if he believed that, it was inappropriate for him to make such an accusation in his meeting with us. Your assistance with this will be greatly appreciated and maybe we will feel comfortable again in bein |
| **Feedback/Concerns:** | When you get specific and honest feedback from a customer who is not happy with your product and/or is having a bad experience with the dealership or with service issues, contact them and offer assistance. If you are proud of your product and appreciate your customers, you will do that. If you don't value these things, I will choose to b a customer of another manufacturer. |

| Air conditioner never gets cold enough | |
|---|---|
| **Please describe conditions when this trouble occurs:** | This isn't a big issue but I am used to fan controls that reduce the speed of the fan when the car is turned off and then started again so that the driver and passengers aren't blasted with air from the high speed setting when first starting the vehicle. It would be nice for future Jeeps to have this feature. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):** | I didn't see any place to include this other than here. The control for the fan has a significant delay between adjusting the setting by turning the knob and the change actually taking effect. It is annoying to have the fan blowing at high speed when you get in the car and having to wait for the speed to be reduced after you have turned the knob to reduce the speed. |
| **Additional Comments:** | Not a big problem but gave you a suggestion above for fan controls on future Jeeps. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Steering and handling (responsiveness, stability)** | 5. |
| **Safety and visibility while driving** | 2. |
| **Climate control operation (function and ease of use)** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Integration with phones** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Ease of getting into and out of vehicle** | 4. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **What are your favorite parts of your new vehicle?** | Wonderful ride and driving experience; have some questions about the proper operation of the air ride feature, but have no one to ask |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Yes, several items I have referred to in earlier responses and considered in my middle or low ratings above |
| **Vehicle storage and space usage** | 2. |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **What is your attitude overall towards your new car?** | 2. |
| **Navigation system route accuracy** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Clarity of sound** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |

| Body panels/doors misaligned/excessive gaps/poor fit | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate the location of the trouble (check all that apply):** | Info on exhaust pipe needed realignment explained above.<br>Explained above.<br>Explained above<br>Explained above. |

| Fuel cap difficult to open/close | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | As far as I know, this issue has resolved itself. I suggest that buyers of this vehicle be warned that the fuel filler hole is very tight |
| **Please describe conditions when this trouble occurs:** | The problem is not the door but the fuel filler hole where the gas pump spout is inserted; it was very difficult to push the spout in for the first several times we put gas in the vehicle; we had to call the dealership to get advice on how much pressure to use without damaging the components; a salesman met us at the gas station to assist and he had trouble with it also |

| Overview | |
|---|---|
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Was there information needed that was not included in the User Guide?** | Yes. Specifics on how to set optional features. We were told it has been hard for salesmen to keep up with all of the new features and how they operate. It is much more difficult for a buyer who is seeing some of these features for the first time to understand and be able to set and operate them without an overview and question and answer assistance from someone at the dealership. A session like that was promised to us and scheduled for noon on the Monday after we bought the vehicle on the previous Tuesday, but when we arrived for the session, the salesman was with a customer and said it would have to be rescheduled. He promised to call us to reschedule it but has never called us since. After complaining to the Sales Manager and General Manager about this promised session not taking place and not being rescheduled, the Sales Manager called and left a message for me asking when we wanted to come in to meet with someone. I returned the call and left a message saying it would work best for us to do it immediately following completion of the service work that was scheduled for Friday of that week. The Sales Manager did not call to confirm or decline that schedule and no one called us to let us know the service work was completed. Finally, at the end of the day, after 5 p.m., we called the Service Department to check on our vehicle and told it was ready to be picked up. No one mentioned our session and it was too late in the day to spend the 1 hour plus the dealership estimated would be required. We have heard from no one at the dealership since. When I bought my 2014 Chevy vehicle in Great Falls, the salesman took the time to review all key components with us, offered to have us schedule a longer session at our convenience, has called us twice to see how we like the vehicle, if we have any questions and if we need assistance with anything. I have received a written thank you letter with a personal note from the General Manager of the dealership thanking me for |
| **Printed User Guide covers the necessary features** | 2 (disagree). |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | I believe the level of customer service at this dealership is relatively low compared to the service we have received from dealerships from which we bought our Chevy truck and Chevy car (two dealerships in different towns) |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | Overall, this is a vehicle we could love, but all of these issues (most of which existed before the vehicle was sold) and the unfulfilled promises made by the dealership and the lack of common courtesy of calling us when they made the commitment to do so and never returning our calls has made me almost hate the vehicle. If this dealership believes our expectations are too high for what a $50,000 vehicle should be and the level of service the dealership should provide and the dealership doesn't want us as a customer, we'll be sure not to buy another Chrysler product or any other vehicle from this publicly-held company. We have been stopped by neighbors and strangers who either own a Jeep Grand Cherokee or are thinking of buying one who also have had significant problems with getting service work from this dealership, including recall |

| Overview | |
|---|---|
| | work. They also have been treated badly from a customer-service perspective by employees and managers of this dealership. One neighbor/owner has been waiting more than a year to get recall work done and has been told by this dealership and by the dealership from which he bought his Jeep that they can't get the parts to do the recall work. This is a sad state of affairs. State of Montana's Consumer Protection Department currently has 13 complaints about this dealership and we soon will be another one. I gave detailed information regarding my unpleasant and unsatisfying experience with this dealership and this vehicle when I was called for the third time to do a survey fro Chrysler and, frankly, with the negative ratings I gave to the dealership and the vehicle, I expected a call from someone at Chrysler to learn more and apologize for the negative experience. I have heard from no one at Chrysler. If I do not receive a contact from someone at Chrysler who can assist me in resolving these issues, I will be forced to look for other steps I can take to get resolution. I will not pay close to $50,000 for a vehicle (more than twice wha |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone only. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 2 (dissatisfied). |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | Information is too general and there are too many references to controls/features by names that are unfamiliar to non-technical persons. |

| Height adjustment controls are difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Raising/lowering the seat cannot be done in one continuous push of the control. When pushed, the seat goes down some and stops. I have to remove my fingers from the lever and then push it again to get the seat to move up or down a distance and then it stops again and I have to repeat the process until the seat is in the position I need. |
| **Please indicate which seat's controls are difficult to understand/use (check all that apply):** | The power seat height adjustment may also be a problem on this seat, but I don't know because I don't sit in this seat.<br>Haven't yet tried this manual seat position adjustment.<br>I noticed the sporadic operation of the power seat height adjustment on the driver's seat because that is the seat I almost always occupy. |
| **Please indicate which type of seat controls are difficult to understand/use (check all that apply):** | Specifics in response above. |
| **Additional Comments:** | The starting and stopping of this feature is very frustrating. |

| Seat material was damaged or dirty at delivery | |
|---|---|
| **Additional Comments:** | Your system doesn't allow me to return to earlier questions, but I just realized that I haven't found a place to share with Chrysler that there was a shimmy in the front end of the vehicle when I test drove it and the dealership said they would fix the shimmy right away after the purchase was complete. After several days and several attempts at fixing the problem, we took the vehicle to a tire store and bought $1100 worth of new tires to replace the tires that came on the vehicle and had it balanced. We did get a credit for the tires that were removed from the vehicle so our out-of-pocket was about $600. The vehicle still has a slight pull to the right, but I don't have much hope that the dealership will/can do anything to remedy that. It will be interesting to see how that impacts tire wear and drivability of the vehicle when we drive it more. |
| **Trouble with the seat material is:** | Dirt, grease, or other foreign material was present on the surface of the seat material when vehicle was delivered. |

| Adaptive front lighting system broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Additional Comments:** | I don't know if this system works or not; we haven't been able to figure out how to set anything in relation to this feature and no one at the dealership has been available or the vehicle hasn't been available for us to go over the features |

| Vehicle vibrates excessively while driving (not braking) | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Vehicle vibrates excessively while driving (not braking) | |
|---|---|
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Trouble occurs while traveling at these speeds (check all that apply):** | See above comments on this. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | This problem was noticed by me when I test drove the vehicle. The salesman also felt the shimmy/vibration and promised the Service Department would get it fixed right away. This became a huge frustration and we missed going on two trips, one in-state and one out-of=state while waiting for this to be fixed. The dealership finally got the shimmy/vibration out but did not detect or fix the slight pull to the right. We finally took the vehicle to a tire store and had different tires put on it at a cost of $1,200 less a credit for the tires that were replaced. The cost to us was $600+. |
| **Vibration is:** | Moderate. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| Fuel filler door/cap | |
|---|---|
| **Fuel filler door/cap** | Fuel cap difficult to open/close. |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Height adjustment controls are difficult to understand/use.<br>Seat heater is broken/not working. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Vehicle Exterior.<br>Other.<br>Interior Trim/Storage/Windows.<br>Seats.<br>Steering, Handling, and Ride. |

| Vehicle pulls noticeably to the left/right | |
|---|---|
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe conditions when this trouble occurs:** | |
| **Additional Comments:** | The shimmy/vibration was noticed by us and the salesman when we test drove the vehicle. The salesman assured us it would be fixed right way after the sale. It became quite the ordeal to get the vehicle in the shop and then after several days and multiple attempts, the shimmy/vibration wasn't noticeable but the vehicle still pulls slightly to the right. We finally took it to a tire dealer and had the tires replaced at an expense of $600 to us. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Vehicle pull is:** | Slight. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | The driver's side exhaust pipe was hanging much lower than the piece it was supposed to fit and much lower than the other exhaust pipe; dealership adjusted it; as far as I know this problem has been resolved; the dealership had the vehicle from the night before when the body shop had finished their work and returned the vehicle and all through the next day to do this one thing; they never called us to say the work was done; we called them after 5 p.m. to ask about it and were told it was ready -- this adjustment should have taken much less time and the dealership should be responsible enough to contact the owner as soon as the vehicle is ready<br>Back door wasn't sealing properly and dealership had body shop adjust the door so it would seal properly<br>When test drove the vehicle before purchase, noticed and pointed out to dealership that corner of front was pulled away from the side of the vehicle; dealer had body shop remove and replace the clips; the piece still does not lay flat against the vehicle; I don't understand why the dealership accepted the work from the body shop and returned the vehicle to us at the end of the day when it still was in that condition |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is poorly aligned or fitted. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Appearance | |
|---|---|
| **Appearance** | Sun Visor has gaps/poor fit.<br>Interior materials soils/scuffs too easily. |

| Seat will not heat enough/at all/fast enough | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | The heated seats in our Chevy, GMC, Ford vehicles all got noticeably warm when set even on low. This feature on our Jeep is very disappointing as it is virtually non-discernible even on high setting. |
| **Please indicate which seat has trouble (check all that apply):** | The heat setting on high does not heat the seat enough for it to be felt by the occupant. We have not yet tried the ventilation setting and don't know if it works well or not.<br>The heat setting on high does not heat the seat enough for it to be felt by the occupant. We have not yet tried the ventilation setting, so don't know if it works well or not. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Steering and Handling | |
|---|---|
| **Steering and Handling** | Vehicle pulls noticeably to the left/right. |

| Sun Visor/Vanity Mirror is difficult to use | |
|---|---|
| **Please describe conditions when this trouble occurs:** | No exaggeration, it happens every time someone touches the visor, even if accidentally bump the visor slightly when reaching for a light or other feature in that area. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate why the Sun Visor/Vanity Mirror is difficult to use (check all that apply):** | Appears to be a situation in which the visor holder is too shallow and the visor fits too loosely in the holder to stay in place when the visor is pulled down. |
| **Additional Comments:** | This seems like a small thing, but I believe it could contribute to an accident occurring when the visor pops out and swings toward the head of the driver and then the driver has to look at the mechanism to get the visor arm back in the holder. |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Problems with this vehicle that were known by the dealership before we purchased it, failure of dealership to take care of these issues as promised and in a timely way, concerns about current recalls and reported unavailability of parts to take care of potentially life-threatening defects in seatbelt and airbag systems. |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Sun Visor has gaps/poor fit | |
|---|---|
| **Additional Comments:** | See previous comments on this. |
| **Please describe in the box below where on the sun visor the trouble with excessive gaps/poor fit of materials is located:** | The problem is in the piece that holds the sun visor in place over the windshield and the size of the sun visor arm. The fit is too loose. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which Sun Visor you are having a concern with.** | Explained above. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Hood | |
|---|---|
| **Hood** | Hood is difficult to open/close. |

| Seat Material | |
|---|---|
| **Seat Material** | Seat material was damaged or dirty at delivery. |

| Operation and Functionality | |
|---|---|
| **Operation and Functionality** | Sun Visor/Vanity Mirror is difficult to use. |

| Automatic headlights broken/not working | |
|---|---|
| **Please describe the trouble you experienced:** | Again, don't know if this feature works or not; the only lights that are on when the vehicle is being driven during the day are the fancy rim lights around the headlights. I thought that the headlights were supposed to be lit during the day when in automatic mode. Again, no one has been available |

| Automatic headlights broken/not working | |
|---|---|
| **Additional Comments:** | to go over the features of the vehicle or the vehicle hasn't been available so this can happen and we don't really know how this feature is supposed to work.<br>The dealership keeps telling us that it is hard for even the salespeople for these vehicles to know how everything works and we do not find sufficient information in the owner's manual to learn how to work everything. We are very disappointed that we have had the vehicle this long and still don't know how many features work. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | I gave middle of the scale ratings for some of the features that we haven't had the opportunity to use such as how the vehicle drives in extreme weather conditions. I gave some low on the scale ratings for things that are outstanding issues and for the few things that could be improved like room to store items or set items like purses. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

| Lights | |
|---|---|
| **Lights** | Adaptive front lighting system broken/not working.<br>Automatic headlights broken/not working. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Air conditioner never gets cold enough. |

| Seat heater is broken/not working | |
|---|---|
| **Seat heater is broken/not working** | Seat will not heat enough/at all/fast enough. |

| Abnormal Noises | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from sun visor/vanity mirror. |

| Noise and Vibration | |
|---|---|
| **Noise and Vibration** | Vehicle vibrates excessively while driving (not braking). |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT9E[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/27/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6049410941 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M029491872 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 275192706 | ***Report Version*** | 5 | ***Open Date*** | 10/24/2014 |
| ***Close Date*** | 10/24/2014 | ***Narrative Date*** | 10/31/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Please tell us about the vehicle you replaced (if applicable)** | NEW<br>2013.<br>Grand Cherokee.<br>Jeep. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive.<br>Edmunds.<br>Previous experience with the vehicle/brand.<br>On-Line blogs or forums.<br>Kelley Blue Book.<br>Automotive magazines. |
| **Ability to test drive** | 5. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **Primary vehicle in your household:** | for pleasure<br>Chrysler.<br>2004.<br>Crossfire. |
| **Secondary vehicle in your household:** | Ram 1500.<br>1996.<br>for car shows<br>Dodge. |
| **Price** | 2. |
| **Trade-in allowance** | 3. |
| **Vehicle fuel economy** | 4. |
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your highest education level** | Graduate degree. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership.<br>Research online. |
| **Please indicate the primary driver's age.** | [redacted]. |
| **Please indicate your occupation status.** | Employed. |
| **Primary vehicle you were considering:** | M-Class.<br>New<br>2014.<br>Mercedes-Benz. |
| **Please indicate your gender** | [redacted]e. |
| **What is your current marital status?** | [redacted] |
| **What year were you born?** | |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **What price did you pay for your vehicle?** | 50000 |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Financing options** | 3. |
| **Convenience of dealership location** | 4. |

| About You | |
|---|---|
| **Dealership treatment** | 5. |
| **Vehicle styling** | 5. |
| **What is your primary language?** | English. |
| **Please indicate your occupation.** | Executive / Managerial. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Rural. |
| **Vehicle availability** | 4. |
| **Vehicle quality** | 5. |

| Overview | |
|---|---|
| **Which automotive publications do you subscribe to? (check all that apply)** | Road and Track.<br>Motor Trend.<br>Car and Driver. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Did you review the Printed User Guide?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Location and usefulness of interior lighting** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Interior noise level while driving** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 4. |
| **Engine exhaust sound** | 4. |
| **Clarity of sound** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | running boards, chrome wheels |
| **What are your favorite parts of your new vehicle?** | Suspension, hemi, strereo |
| **Ease of using system displays while driving** | 4. |
| **Support for popular music/video formats** | 4. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Integration with phones** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Fuel economy and driving range** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Engine sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Maintaining loyalty to the Jeep brand in having true off-road ability and on-road comfort. The Summit is amazing!!! Thanks |
| **Feedback/Concerns:** | No running boards are available for the Summit. An integrated design like the ones found on a M-B M Class would be nice feature |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Reverse-Camera. |

| Reverse-Camera | |
|---|---|
| **Reverse-Camera** | Reverse-camera works properly, but difficult to understand/use; controls in a poor location. |

| Reverse-camera works properly, but difficult to understand/use; controls in a poor location | |
|---|---|
| **Additional Comments:** | Ability to easily turn-off projected path. |
| **Please indicate which of the following best describes your concern (check all that apply):** | The projected path lines a nice during normal backing but are frustrating when backing up to connect a trailer. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJECG2EC[redacted] | [redacted] **Year** | 2014 | **Body** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | |
| **Built Date** | 04/04/2014 | **Market** | U | US | **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | **Serial#** | 6082420021 | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | **Serial#** | K088463049 | |
| **Color** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 275193033 | **Report Version** | 5 | **Open Date** | 10/26/2014 |
| **Close Date** | 10/26/2014 | **Narrative Date** | 10/31/2014 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### Overview

| | |
|---|---|
| **Smartphone Application covers the necessary features** | 1 (strongly disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Provide interface for texting with iPhone ios |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Please let us know why you have not referred to the Owner's Manual? (check all that apply)** | This weirdness wouldn't be in the manual. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |

### About You

| | |
|---|---|
| **Primary vehicle in your household:** | 2014.<br>Grand Cherokee.<br>Jeep.<br>Primary Household Vehicle: Purchased Used. |
| **Vehicle availability** | 4. |
| **Ability to test drive** | 5. |
| **Vehicle quality** | 5. |
| **When considering this vehicle** | Interact with dealership by email.<br>Test drive the vehicle.<br>Research online.<br>Interact with dealership by phone.<br>Visit the dealership. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Which of the following best describes the area you live in?** | Urban. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Consumer Reports ratings.<br>Vehicle test drive.<br>Dealership information.<br>On-Line blogs or forums. |
| **Secondary vehicle in your household:** | Cooper Convertible.<br>2005.<br>Secondary Household Vehicle: Purchased Used.<br>MINI. |
| **What is your current marital status?** | [redacted] |

## About You

| | |
|---|---|
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **What year were you born?** | |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **Trade-in allowance** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Dealership treatment** | 5. |
| **Vehicle styling** | 5. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased Used.<br>BMW.<br>X3.<br>2005. |
| **Primary vehicle you were considering:** | 2014.<br>BMW.<br>Primary Considered Vehicle: Used.<br>X3. |
| **Price** | 4. |
| **Vehicle fuel economy** | 4. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **Financing options** | 4. |
| **Please indicate your occupation.** | Executive / Managerial. |
| **Please indicate your gender** | [redacted] |
| **What price did you pay for your vehicle?** | $42k |
| **How may children 17 or under live in your household?** | 0. |
| **Convenience of dealership location** | 4. |

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **Integration with media players** | 3. |
| **Ease of using system displays while driving** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | allow iPhone texting |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Integration with phones** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Seat adjustment and comfort** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Support for popular music/video formats** | 4. |
| **Clarity of sound** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **What are your favorite parts of your new vehicle?** | Feels very sturdy & looks great! |

| Other | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | |
| **Please describe the other trouble you experienced:** | I had a recall service to fix/update the adaptive cruise control issue. Approximately 1 week after the software update, I had a one time weird occurance while driving. 1) The adaptive cruise control kicked in without being set. Received a warning that I needed to apply brakes...which I did. 2) The transmission would not shift out 1st gear. 3) The driver seat a/c came on. Very weird. I pulled over & shut off the car. The weirdness hasn't happened again. When all else fails on the computer, you reboot...right? :-) |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Other. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Love the Jeep Grand Cherokee! |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG1EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/07/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6084421553 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K092461659 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 275472235 | ***Report Version*** | 5 | ***Open Date*** | 10/28/2014 |
| ***Close Date*** | 10/28/2014 | ***Narrative Date*** | 11/04/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What price did you pay for your vehicle?** | |
| **Price** | 5. |
| **Vehicle performance** | 5. |
| **Please tell us about the vehicle you replaced (if applicable)** | F-150 SuperCrew.<br>Ford.<br>Replaced Vehicle: Purchased Used. |
| **What is your current marital status?** | [redacted]. |
| **When considering this vehicle** | Visit the dealership.<br>Test drive the vehicle. |
| **What year were you born?** | 1959 |
| **Secondary vehicle in your household:** | 2009.<br>Saturn.<br>Secondary Household Vehicle: Purchased Used.<br>Sky. |
| **Ability to test drive** | 5. |
| **Vehicle quality** | 5. |
| **Vehicle fuel economy** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your occupation.** | Professional Specialty. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive.<br>Recommendations from friends or family.<br>Dealership information.<br>J D Power reports. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Please indicate your highest education level** | 2 year college degree. |
| **Vehicle availability** | 5. |
| **Trade-in allowance** | 5. |
| **Dealership treatment** | 5. |
| **Vehicle styling** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your primary language?** | English. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **What is your total household income (before taxes)?** | $40,000 - $59,999. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Convenience of dealership location** | 5. |
| **Financing options** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted]. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: Used. |
| **Which of the following best describes the area you live in?** | Rural. |

| Other | |
|---|---|
| **Please describe conditions when this trouble occurs:** | as above |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe the other trouble you experienced:** | Auto brake with other cars in left turn lanes will start and become hard unless car moves through the turn. If your slow lane is not open you have to release the cruise the moment you see a car with a left turn signal. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Looks are beautiful, ride is smooth, and it just about drives itself. |

| Overview | |
|---|---|
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **Have you requested a paper version of the owner manual?** | No. |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone only. |
| **Please let us know why you have not referred to the Owner’s Manual? (check all that apply)** | I know that it is detecting braking. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine exhaust sound** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | |
| **Ease of using system displays while driving** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **What are your favorite parts of your new vehicle?** | headrest |
| **Support for popular music/video formats** | 3. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Other. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM4EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 06/04/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C015416100 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M097423853 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 275472362 | ***Report Version*** | 5 | ***Open Date*** | 10/28/2014 |
| ***Close Date*** | 10/28/2014 | ***Narrative Date*** | 11/04/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive. |
| **Vehicle quality** | 5. |
| **Vehicle styling** | 5. |
| **Please indicate your ethnicity** | [redacted]n. |
| **What is your current marital status?** | [redacted] |
| **Primary vehicle in your household:** | MINI.<br>2012.<br>Cooper Hardtop.<br>Primary Household Vehicle: Purchased Used. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Range Rover Evoque.<br>Secondary Considered Vehicle: Used.<br>2014.<br>Land Rover. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Trade-in allowance** | 4. |
| **Dealership treatment** | 4. |
| **What price did you pay for your vehicle?** | 63k |
| **Primary vehicle you were considering:** | 2014.<br>ActiveHybrid 3.<br>Primary Considered Vehicle: Used.<br>BMW. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Vehicle availability** | 3. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Ability to test drive** | 4. |
| **Vehicle fuel economy** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **When considering this vehicle** | Research online.<br>Interact with dealership by email.<br>Interact with dealership by phone.<br>Test drive the vehicle.<br>Visit the dealership. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased Used.<br>2007.<br>Commander.<br>Jeep. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **What year were you born?** | [redacted] |

| About You | |
|---|---|
| **Please indicate your highest education level** | 2 year college degree. |
| **Price** | 3. |
| **Convenience of dealership location** | 2. |
| **Financing options** | 4. |
| **Vehicle performance** | 5. |
| **Please indicate your gender** | Female. |
| **Please indicate your occupation.** | Sales Work. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please tell us your cell phone model** | iPhone 6 |
| **If known, please tell us your software version** | 10.10 |
| **Please choose your cell phone brand** | Apple. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |

| Overview | |
|---|---|
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **DVD format is easy to understand and use** | 5 (strongly agree). |
| **Information on the DVD is easy to find and access** | 5 (strongly agree). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the DVD** | 5 (very satisfied). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | |
| **Is there anything about your new vehicle you would like to see changed?** | Rear window opens vs whole back end |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Engine exhaust sound** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Engine sound** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Integration with media players** | 4. |
| **Support for popular music/video formats** | 4. |
| **Appearance of exterior paint** | 4. |
| **Brake responsiveness/effort** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Clarity of sound** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |

| Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call | |
|---|---|
| **Sound quality is poor: (check one)** | In car. |
| **Please describe when this trouble occurs:** | All the time |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **At other times during use does your phone have poor call quality?** | No. |
| **Does the issue occur when speaking at regular volume?** | Yes. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Car does not have quick start when accelerating. When braking to full stop feel a slight thud? More apps!!!! Reply to texts via hands free for iPhones!!!! |

| Unnatural sounding voice or difficult to understand | |
|---|---|
| **What button did you use?** | |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system has poor sound quality at far end. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Seats.<br>Entertainment/Navigation System/Connectivity. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Seat Squeak/Rattle | |
|---|---|
| **Seat Squeak/Rattle** | Seat Squeak/Rattle. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Unnatural sounding voice or difficult to understand. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEJG5EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | |
| ***Built Date*** | 01/15/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6007411323 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K009461731 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 275591643 | ***Report Version*** | 5 | ***Open Date*** | 10/29/2014 |
| ***Close Date*** | 10/29/2014 | ***Narrative Date*** | 11/05/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Primary vehicle you were considering:** | BMW.<br>2014.<br>Primary Considered Vehicle: Used.<br>X5. |
| **Please tell us about the vehicle you replaced (if applicable)** | Grand Cherokee.<br>Replaced Vehicle: Purchased Used.<br>2013.<br>Jeep. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **What year were you born?** | |
| **Financing options** | 3. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| **Vehicle availability** | 3. |
| **Dealership treatment** | 3. |
| **Vehicle quality** | 3. |
| **Vehicle styling** | 3. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **What price did you pay for your vehicle?** | not sure |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **Convenience of dealership location** | 3. |
| **Trade-in allowance** | 3. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Price** | 3. |
| **Ability to test drive** | 3. |
| **Vehicle performance** | 3. |
| **Vehicle fuel economy** | 3. |
| **When considering this vehicle** | Visit the dealership. |

### Overview

| | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Did you review the Printed User Guide?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | No. |

| Overview | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | Chrysler never has a fix and does not stand behind the car |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | there is a star case however Chrysler does not have a fix |

| Features and Controls | |
|---|---|
| **Features and Controls** | Door locks/key fob entry system.<br>Voice Activiation System. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Voice Activation System works properly, but difficult to understand/use; controls in a poor location | |
|---|---|
| **Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):** | does not always understand |
| **Please indicate why the Voice Actication System controls are difficult to understand/use; are in a poor location (check all that apply):** | does not always understand |
| **Please indicate which of the following best describes your concern (check all that apply):** | does not always understand |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone brand** | Samsung. |
| **If known, please tell us your software version** | |
| **Please choose your cell phone carrier** | Sprint Nextel. |
| **Please tell us your cell phone model** | S5 |

| Voice Activation System | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

| Key fob entry system broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | cell phone blocks signal |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Trouble with the key fob entry system occurs:** | Both locking and unlocking. |
| **Please indicate what type of trouble was experienced with the key fob entry system (check all that apply):** | cell phone blocks signal |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Chrysler does not stand behind the vehicles the dealer is awesome and tries it is Chrysler |
| **What has Chrysler done right?** | A/C problem finally fixed after months and came out with a flash but not sure problem with cruise control. Nothing too long |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine exhaust sound** | 5. |
| **Head/leg/foot room** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **What is your attitude overall towards your new car?** | 1. |
| **What is your attitude overall towards the BRAND of your new car?** | 1. |
| **Integration with phones** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | chrysler standing behind vehicle |
| **Fuel economy and driving range** | 2. |
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **What are your favorite parts of your new vehicle?** | na |
| **Overall audio, entertainment, and navigation system impression** | 1. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | cruise control get an error message |
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | cruise control get an error message |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Door locks/key fob entry system | |
|---|---|
| **Door locks/key fob entry system** | Key fob entry system broken/not working. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCGXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 12/08/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6334321570 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K339361377 | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 4[redacted] | ***System Key*** | 275705134 | ***Report Version*** | 5 | ***Open Date*** | 10/30/2014 |
| ***Close Date*** | 10/30/2014 | ***Narrative Date*** | 11/06/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location

| | |
|---|---|
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Experience lag times sometimes.<br>See above. NAV should have a separate screen. |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | NAV should have its own separate screen!!! I'm tired of passengers playing with the radio when I need to quickly see the NAV. Also tiring toggling back and forth between NAV and all other controls (radio/climate, etc.). Please add a dedicated screen for NAV like the Acura MDX which positons the NAV higher on the dash which also improves safety.<br>There should be a lot more than 12 preset buttons for all those AM/FM/SXM channels. Should be a minimum of 30.<br>Zoom in/out is nearly useless. Acura MDX manual control much better. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Frequently used NAV buttons are on far right of screen; should be closer to driver. |

### About You

| | |
|---|---|
| **Please tell us about the vehicle you replaced (if applicable)** | Toyota.<br>Land Cruiser.<br>Replaced Vehicle: Purchased Used. |
| **Primary vehicle you were considering:** | X5.<br>Primary Considered Vehicle: Used.<br>BMW. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **When considering this vehicle** | Research online.<br>Test drive the vehicle.<br>Visit the dealership.<br>Interact with dealership by phone. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **What price did you pay for your vehicle?** | |
| **What year were you born?** | |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |

### Navigation system freezes-up/will not work

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | Screen loses information/freezes. |
| **Additional Comments:** | NAV changes its original route unexpectedly. Should't stay on course unless user decides on alternate route. |

### Excessive wind noise

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate the location of the wind noise (check all that apply):** | Roof cross members. |

| Excessive wind noise | |
|---|---|
| **Additional Comments:** | Go back to normal roof rail system, please. |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | Clunks between first and second gear<br>See above. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Recognition feature does not have enough functions available. |

| Fuel spills out while refueling | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe the trouble you experienced (check all that apply):** | I've had about 10 occasions where fuel has spilled when trying to "top off" the tank. This is a design defect. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Gas spills, sometimes covering interior wheel well. Smells and could be dangerous. |
| **Additional Comments:** | This is a nuisance and safety issue. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | Major issue with the amount of foot space in the drivers compartment. The gas pedal is too far to the left and your right leg is not aligned properly causing driver fatigue. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Motor Trend. |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Did you review the Owner's Information DVD?** | No. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] |

| Speakers are not loud enough | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which speaker has trouble (check all that apply):** | Volume peak is limited. Let the user decide. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **Additional Comments:** | Missing housing caused false collision warnings and adaptive cruise control didn't work. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is missing. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Front bumper Lidar housing missing part. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | See above. |
| **You rated navigation system route accuracy Low. Use this space to provide any specific comments you would like to share.** | Map system needs upgrade; needs separate screen and controls. |
| **You rated head/leg/foot room Low. Use this space to provide any specific comments you would like to share.** | Not nearly enough foot room in drivers well, especially drivers right foot. I would return the vehicle if I could as it is very uncomfortable. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | There should be some additional areas for comments on design improvements: 1. steering wheel on my Overland should have concave controls on front not convex as they get pushed accidentally too often. One hand palm steering at low speed interferes with the controls. There should also be some spacing behind the wheel for your fingers behind controls as it is flat and lacks feel/grip; 2. You need to improve the amount of space in the drivers foot well - just simply not enough and awkward foot pedal ergonomics. Size of A-Pillar and side view mirrors are a major design and safety issue. |
| **What has Chrysler done right?** | Survived. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Vehicle storage and space usage** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Support for popular music/video formats** | 3. |
| **Interior comfort, design and appearance of interior (overall impression)** | 3. |
| **Steering wheel adjustment** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Fuel economy and driving range** | 3. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Headlight illumination/performance during night-time driving** | 2. |
| **Interior noise level while driving** | 3. |
| **Steering and handling (responsiveness, stability)** | 3. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Engine performance during acceleration** | 4. |
| **Ride quality** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Navigation system route accuracy** | 1. |
| **Head/leg/foot room** | 1. |
| **Exterior design and appearance (overall impression)** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Brake responsiveness/effort** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **What are your favorite parts of your new vehicle?** | Integrity. |
| **Is there anything about your new vehicle you would like to see changed?** | Lots. See previous comments. |
| **Seat adjustment and comfort** | 2. |
| **Safety and visibility while driving** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Integration with phones** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Climate control operation (function and ease of use)** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **Clarity of sound** | 4. |
| **Integration with media players** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Engine sound** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Engine. |
| | Features/Controls/Displays. |
| | Interior Trim/Storage/Windows. |
| | Steering, Handling, and Ride. |
| | Interior Climate Control. |
| | Transmission and Drivetrain. |
| | Seats. |
| | Vehicle Exterior. |
| | Brake System. |
| | Entertainment/Navigation System/Connectivity. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |
| | Navigation system screen is in a poor location. |
| | Navigation system freezes-up/will not work. |

| Roof Rails | |
|---|---|
| **Roof Rails** | Roof rails work, but are difficult to understand/use. |

| Seat material concerns | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate which seat has trouble with its material (check all that apply):** | Seats are very hard, not comfortable, and not enough lateral support. |
| **Please describe conditions when this trouble occurs:** | |
| **Additional Comments:** | Makes long distance travel comfort less than desirable. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Automatic high-beam headlights broken/not working | |
|---|---|
| **Please indicate the trouble experienced with the automatic high-beam headlights (check all that apply):** | High beams turn off when there is snow on the shoulders, not when another car approaching. |
| **Additional Comments:** | This is a safety issue. I have disabled auto high/low beams. |
| **Please describe conditions when this trouble occurs:** | In winter, high beams turn off when snow on shoulders. This is dangerous as high beams are needed and you can't over ride system manually. |

| Hard controls/menus: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **Please describe the other trouble you experienced:** | |
| **Additional Comments:** | Front screen display should mimic information on main screen when playing radio/music, e.g. what song is playing not just station. |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe the other trouble you experienced:** | |
| **Additional Comments:** | USB connected to iPod/iPhone should not auto-play. |

| USB connection is difficult to understand/use; is in a poor location | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **Please indicate which of the following best describes your concern (check all that apply):** | Not enough space in compartment where USB is located; doesn't hold phone or any belongings especially with USB cord and charger cord. |

| Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located | |
|---|---|
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Should have separate screen from NAV |

| Features and Controls | |
|---|---|
| **Features and Controls** | Rear view mirrors (interior/exterior). |

| Seat Material | |
|---|---|
| **Seat Material** | Seat material concerns. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.<br>Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers are not loud enough. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **If known, please tell us your software version** | 8.0.2 |
| **Please tell us your cell phone model** | iPhone 5S |
| **Please choose your cell phone brand** | Apple. |

| Center console is difficult to open/close | |
|---|---|
| **Additional Comments:** | Center console is too small. So are storage areas on front doors. |
| **Please describe conditions when this trouble occurs:** | |

| External side view mirrors work properly, but are difficult to understand/use; in a poor location | |
|---|---|
| **Additional Comments:** | Too large rear side view mirrors, when combined with the way too big A-Pillars create a major view obstruction and is a safety issue as well as a driver nuisance issue. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Rear side view mirrors are too large and greatly obstruct side and forward view. Creates large blind spot especially around left turns. |

| Rear view mirrors (interior/exterior) | |
|---|---|
| **Rear view mirrors (interior/exterior)** | External side view mirrors work properly, but are difficult to understand/use; in a poor location. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system is difficult to use. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front Screen Display: Other Concerns. |

| Lights | |
|---|---|
| **Lights** | Automatic high-beam headlights broken/not working. |

| Voice Recognition feature does not have enough functions available | |
|---|---|
| **Please describe additional functions you would like to have:** | It should be able to set navigation |

| Roof rails work, but are difficult to understand/use |
|---|

| Roof rails work, but are difficult to understand/use | |
|---|---|
| **Please describe conditions when this trouble occurs:** | See above. |
| **What part of the roof rails are difficult to understand/use? (check all that apply)** | Roof rails should not be flush to roof. There should be a gap like 99% of other SUVs. Can't tie off on rails and cross beams are unconventional and cause excessive noise. |

| Navigation system screen is in a poor location | |
|---|---|
| **Additional Comments:** | Shouldn't compete with all the other controls; needs a separate screen and manual controls like the Acura MDX. |

| USB connection issues | |
|---|---|
| **USB connection issues** | USB connection is difficult to understand/use; is in a poor location. |

| Media | |
|---|---|
| **Media** | USB connection issues. |

| Operation and Functionality | |
|---|---|
| **Operation and Functionality** | Center console is difficult to open/close. |

| Wind Noise | |
|---|---|
| **Wind Noise** | Excessive wind noise. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| Controls and Switches | |
|---|---|
| **Controls and Switches** | Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located. |

| Fuel filler door/cap | |
|---|---|
| **Fuel filler door/cap** | Fuel spills out while refueling. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG7FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/27/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6233420305 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K234461018 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 275819813 | ***Report Version*** | 5 | ***Open Date*** | 11/02/2014 |
| ***Close Date*** | 11/02/2014 | ***Narrative Date*** | 11/07/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Other

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe the other trouble you experienced:** | Break warning light is too excessive and almost indicates that you are ready to crash |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

### About You

| | |
|---|---|
| **How may children 17 or under live in your household?** | 0. |
| **Primary vehicle in your household:** | 2014.<br>Boxster.<br>Porsche.<br>Primary Household Vehicle: Purchased Used. |
| **Convenience of dealership location** | 5. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: Used.<br>2014.<br>Grand Cherokee.<br>Jeep. |
| **Please indicate your occupation.** | Professional Specialty. |
| **Please indicate your occupation status.** | [redacted]. |
| **Vehicle fuel economy** | 4. |
| **What is your current marital status?** | [redacted]. |
| **Please indicate your highest education level** | Graduate degree. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive.<br>Dealership information. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **What price did you pay for your vehicle?** | 46000 |
| **Please tell us about the vehicle you replaced (if applicable)** | 2014.<br>Grand Cherokee.<br>Jeep.<br>Replaced Vehicle: Purchased Used. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Trade-in allowance** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **When considering this vehicle** | Interact with dealership by phone.<br>Test drive the vehicle.<br>Visit the dealership. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | |
| **Vehicle styling** | 4. |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle in your household:** | F |

| About You | |
|---|---|
| **Which of the following best describes the area you live in?** | Suburban. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Transmission gear change performance (smoothness)** | 3. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Engine exhaust sound** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What are your favorite parts of your new vehicle?** | |
| **Ease of using system displays while driving** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Integration with phones** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Support for popular music/video formats** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Clarity of sound** | 5. |
| **Appearance of exterior paint** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | |
| **Integration with media players** | 3. |
| **Climate control operation (function and ease of use)** | 3. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Engine sound** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Interior noise level while driving** | 5. |
| **Fuel economy and driving range** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |

| Overview | |
|---|---|
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **DVD format is easy to understand and use** | 5 (strongly agree). |
| **Information on the DVD is easy to find and access** | 5 (strongly agree). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Please rate your overall level of satisfaction with the DVD** | 4 (satisfied). |
| **If our team has any additional questions about your responses, would you accept further contact?** | No. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **What have you used to view your DVD? (check all that apply)** | Home DVD Player. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Other.<br>Brake System. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Excellent vehicle very satisfied would recommend to friends and family |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 12/13/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6333321749 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K343363059 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 276071746 | ***Report Version*** | 5 | ***Open Date*** | 11/03/2014 |
| ***Close Date*** | 11/03/2014 | ***Narrative Date*** | 11/10/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Overview

| | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Original Shelor motor mile, very poor service and unethical sales practices. We walked once but talked back which we now regret |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Did you review the Printed User Guide?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **Please explain further about your choice to recommend your vehicle:** | Maybe a base model but the Summit has far too many bugs and the electronic shift is just plain dangerous and a real pain!! Have reported to Chrysler |
| **Which automotive publications do you subscribe to? (check all that apply)** | Car and Driver.<br>Motor Trend. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

### Contact Me

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Memory seats, electronic shifter |

### Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call

| | |
|---|---|
| **Does the issue occur when speaking at regular volume?** | Yes. |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **At other times during use does your phone have poor call quality?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Sound quality is poor: (check one)** | For the receiver of the call. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

### About You

| | |
|---|---|
| **Vehicle performance** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **Please tell us about the vehicle you replaced (if applicable)** | Ford.<br>no<br>1/2 Ton Trucks. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **What price did you pay for your vehicle?** | 52000 |
| **How may children 17 or under live in your household?** | 0. |

## About You

| | |
|---|---|
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Convenience of dealership location** | 2. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: Used.<br>Cadillac. |
| **When considering this vehicle** | Research online.<br>Test drive the vehicle.<br>Visit the dealership.<br>Interact with dealership by phone.<br>Interact with dealership by email. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Financing options** | 1. |
| **Vehicle fuel economy** | 3. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Automotive magazines.<br>Appearance and rugged option<br>Previous experience with the vehicle/brand.<br>Vehicle test drive. |
| **Please indicate your occupation.** | Executive / Managerial. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your ethnicity** | [redacted]. |
| **Please indicate your highest education level** | Graduate degree. |
| **Trade-in allowance** | 1. |
| **Vehicle availability** | 3. |
| **Price** | 4. |
| **Ability to test drive** | 4. |
| **What year were you born?** | [redacted] |
| **Dealership treatment** | 5. |
| **Vehicle quality** | 5. |
| **Vehicle styling** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **Exterior design and appearance (overall impression)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | appearance and stereo |
| **Navigation system route accuracy** | 2. |
| **Ease of getting into and out of vehicle** | 3. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Engine exhaust sound** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 1. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Clarity of sound** | 4. |
| **Support for popular music/video formats** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Ride quality** | 4. |
| **Appearance of exterior paint** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Safety and visibility while driving** | 5. |
| **Integration with phones** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | electronic shifter!! |
| **How was your purchasing experience (the dealer/dealership)?** | 1. |
| **Integration with media players** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **Vehicle storage and space usage** | 4. |
| **Engine sound** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |

| Other | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **Please describe conditions when this trouble occurs:** | when braking |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |

| Brakes pull noticeably to the right/left in normal use | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | Had to have rear brake rotors replace already |

| Rain sensing wipers are broken/not working properly | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please indicate what type of trouble was experienced with the rain sensing wipers (check all that apply):** | Come on for no apparent reason regardless of sensitivity setting |
| **Please describe conditions when this trouble occurs:** | dry sunny days |

| Speakers rattle | |
|---|---|
| **Please indicate which media sources were being played (check all that apply):** | Same<br>Strong base |
| **Speaker trouble occurs:** | Only at high volume levels. |
| **Please indicate which speaker has trouble (check all that apply):** | Hard to tell, seems on passenger side |
| **Please describe conditions when this trouble occurs:** | |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes pull noticeably to the right/left in normal use. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Voice recog poor |

| Garage door opener | |
|---|---|
| **Garage door opener** | Garage door opener broken/not working.<br>Garage door opener works properly, but is difficult to understand/use; controls in a poor location. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.<br>Hands-Free Phone / Bluetooth system has poor sound quality at far end.<br>Hands-Free Phone / Bluetooth system phonebook does not work correctly. |

| Door locks/key fob entry system | |
|---|---|
| **Door locks/key fob entry system** | Key fob entry system broken/not working. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Points of Interest incorrect.<br>Points of Interest not well defined.<br>Difficulty accessing Points of Interest.<br>Navigation system freezes-up/will not work.<br>Navigation system works, but traffic information doesn?t work / or is difficult to understand. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **What button did you use?** | steering wheel |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone brand** | Nokia. |
| **If known, please tell us your software version** | |
| **Entertainment/Navigation System/Connectivity** | None |
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please tell us your cell phone model** | lumina |

| SD media slot is difficult to understand/use; is in a poor location | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **Please indicate which of the following best describes your concern (check all that apply):** | Can't rwach |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| USB connection is difficult to understand/use; is in a poor location | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **Please indicate which of the following best describes your concern (check all that apply):** | Can't reach it way in back of compartment |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Have hard several false emergency brake issues. Very scary!! |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers rattle. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

| Navigation system freezes-up/will not work | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | wrong locatopn for my actual location or just stops all together |

| Memory Seat controls are broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Memory Seat controls are broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Additional Comments:** | Entire memory and preset system either dies not work or is intermittent. Been to dealer twice. |
| **Please describe conditions when this trouble occurs:** | memory does not work and does not slide back to exit. have been in to reset, worked for a day |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| USB connection issues | |
|---|---|
| **USB connection issues** | USB connection is difficult to understand/use; is in a poor location. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Voice Activiation System. |
| | Wipers and washers. |
| | Garage door opener. |
| | Door locks/key fob entry system. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Recognition Quick Tips Booklet is not helpful, or is difficult to use. |
| | Voice Activation / Recognition doesn't recognize command. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Gets in a liip |
| | My local wrong |
| | Streets not shown |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What button did you use?** | steering wheel |
| **Additional Comments:** | I just don't use it anymore, big pain |

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | Just flaky, not drpendable |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Additional Comments:** | Comes and goes, will black out, |
| **Please describe conditions when this trouble occurs:** | varies |

| Wipers and washers | |
|---|---|
| **Wipers and washers** | Rain sensing wipers are broken/not working properly. |

| Key fob entry system broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate what type of trouble was experienced with the key fob entry system (check all that apply):** | Takes several pushes before operates even if standing at vehicle |
| | Intermittently and requires multiple clicks |
| | Preset controls for sest, radio, climate etc does not work |

| Media | |
|---|---|
| **Media** | USB connection issues. |
| | SD media slot issues. |

| Voice Activation System | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Great looking and runs well |
| **Feedback/Concerns:** | Fix my Jeep. I spent too much money for this vehicle to not have it working well and as advertised. |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | missing key info |

| Points of Interest not well defined | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | missong or wrong information |

| Garage door opener broken/not working | |
|---|---|
| **Please indicate if your garage door opener is:** | Aftermarket. |
| **Please describe the trouble you experienced:** | Can't get it to work at all. No directions on tip cards |

| Garage door opener works properly, but is difficult to understand/use; controls in a poor location | |
|---|---|
| **Please indicate if your garage door opener is:** | Aftermarket. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Other.<br>Features/Controls/Displays.<br>Brake System.<br>Entertainment/Navigation System/Connectivity.<br>Seats. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| SD media slot issues | |
|---|---|
| **SD media slot issues** | SD media slot is difficult to understand/use; is in a poor location. |

| Voice Activation System works properly, but difficult to understand/use; controls in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Very hard to use, seldom correct so we just don't use it anymore |
| **Additional Comments:** | See above |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working. |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Memory Seat controls are broken/not working. |

| Hands-Free Phone / Bluetooth system phonebook does not work correctly | |
|---|---|
| **Additional Comments:** | Na |

| Points of Interest incorrect | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Luxury features not dependable or consistent. Electronic shifter is dangerous and should be removed |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ1FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 09/05/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6241410594 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M199455897 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 276111272 | ***Report Version*** | 5 | ***Open Date*** | 11/04/2014 |
| ***Close Date*** | 11/04/2014 | ***Narrative Date*** | 11/11/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Abnormal squeaks/rattles/noises coming from front doors

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | in rough asphalt with large gravel, or over uneven road when there is vibration |
| **Additional Comments:** | There's rattling noises from all over the dash and instrument panel of the vehicle. I've taken the vehicle for test drive with dealership's technician and the source of the noises were not know so they said they might need to open the dashboard to find out and I decided not to touch the dashboard and instrument pannel of a brand new car. The noises are absolutely horrible for a +$70k brand new vehicle specially the SRT which is the top of the line |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate which door has abnormal noises (check all that apply):** | rattling noise either from driver's door or instrument panel or air vents |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Squeak/rattle/abnormal noises from center console

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe conditions when this trouble occurs:** | |
| **Please describe in the box below where from the center console the trouble with abnormal noises is located:** | rattle noise from front interior of the vehicle, don't know if it's from the center console, door panels, or dash |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Overview

| | |
|---|---|
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Purchased vehicle in Wisconsin and drove it to Northern California where I took it for the issues. Also I did not test drive the vehicle prior to purchase, it was delivered to me on a trailer by the dealer Ubersox. |
| **Please explain further about your choice to recommend your vehicle:** | I purchase or test drive most american muscle cars when they come out, I had the 2013 GT-500, I decided I want to have the SRT, but this vehicle has truly made me disappointed due to the lack of QC or cheap material or weak design which makes so much noise. I have to turn the sound system on all the time in order not to hear the noises. The performance is very nice, the features are all there, but over all I disagree %100 that these noises should be there, or the need to take it 3 times to the dealer to figure out the noise. After the 3rd time I took the car to the dealer, they agreed that the door needs to be shut firm to close... I expected more and have listed the car for sale at lose... if there was a way, I would return it back immediately. I would recommend a basic grand cherokee at half the price of this vehicle, perhaps you can stand the noises for a less price |
| **Which automotive publications do you subscribe to? (check all that apply)** | Car and Driver.<br>Motor Trend. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Please let us know why you have not referred to the Owner's Manual? (check all that apply)** | I concider the issues I've experienced as QC problems and not an issue addressed in the manual. |
| **Was the trouble resolved to your satisfaction?** | No. |

| Overview | |
|---|---|
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone only. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Clarity of sound** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Safety and visibility while driving** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **What are your favorite parts of your new vehicle?** | Performance and the Look |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine exhaust sound** | 5. |
| **Interior noise level while driving** | 1. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Navigation system route accuracy** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | more quality in detail |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 2. |
| **Ease of using system displays while driving** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |

| Front doors are difficult to open/close | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate which of the following best describes your concern (check all that apply):** | front passenger's side door is difficult to close. Jeep dealership at first didn't notice the difference but second time taken to the dealership they agreed to the problem, but haven't fixed it yet as they need approval from chrysler for the hinge. As per my experience this just needs alignment/adjustment and not replacement. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe conditions when this trouble occurs:** | all the time |

| About You | |
|---|---|
| **Which, if any, influenced your purchase decision? (check all that apply):** | Automotive magazines.<br>On-Line blogs or forums.<br>Manufacturer?s website. |

## About You

| | |
|---|---|
| | Previous experience with the vehicle/brand. |
| | Consumer Reports ratings. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: Used. |
| | 2014. |
| | G-Class. |
| | Mercedes-Benz. |
| **What price did you pay for your vehicle?** | +70000 |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **Vehicle fuel economy** | 3. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **Secondary vehicle in your household:** | Ford. |
| | Secondary Household Vehicle: Purchased Used. |
| | Taurus. |
| | 2012. |
| **When considering this vehicle** | Interact with dealership by phone. |
| | Research online. |
| | Interact with dealership by email. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Please tell us about the vehicle you replaced (if applicable)** | Mustang. |
| | 2013. |
| | Replaced Vehicle: Purchased Used. |
| | Ford. |
| **Ability to test drive** | 1. |
| **Vehicle quality** | 3. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Vehicle performance** | 5. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **What year were you born?** | [redacted] |
| **Convenience of dealership location** | 1. |
| **Financing options** | 1. |
| **Vehicle styling** | 4. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| **Please indicate your highest education level** | Graduate degree. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Vehicle availability** | 1. |
| **Trade-in allowance** | 1. |
| **Dealership treatment** | 1. |
| **Price** | 2. |

## Axle(s)

| | |
|---|---|
| **Axle(s)** | Axle makes whining, howling, clunking, or grinding noises. |

## Transmission makes abnormal/excessive noises

| | |
|---|---|
| **Please indicate driving condition when noise occurs (check all that apply):** | as explained above |
| | as explained above |
| | as explained above |
| | as explained above |
| | as explained above |
| **Noise sounds like (Check all that apply):** | there's a noise in the rear of the vehicle when it shifts after full stop, or after down-shift or brake after vehicle is moving. It seems like a lose trans mount, or a suspension bushing which is worn out. dealer ship said it's normal, but I don't believe it is. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Transmission makes abnormal/excessive noises | |
|---|---|
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | I think it's more noticeable when vehicle is warm and has been running for a while |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe conditions when this trouble occurs:** | |

| Wind Noise | |
|---|---|
| **Wind Noise** | Excessive wind noise. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is loose. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | driver's side fender flares are lose with a gap between the body and the plastic fender flare. Weak Adhesive. Took to dealer they were not sure if warranty will cover or not. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Additional Comments:** | The adhesive holding the molding/fender flares to the body could be of poor quality. It will stick when you press it with the palm of your hand for a while but will loosen over time, under sun, etc. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

| Abnormal Noises | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from instrument panel/dashboard. |
| | Squeak/rattle/abnormal noises from center console. |
| | Squeak/rattle/abnormal noises from door panels. |
| | Squeak/rattle/abnormal noises from rear cargo shelf/cargo cover. |

| Transmission Noises | |
|---|---|
| **Transmission Noises** | Transmission makes abnormal/excessive noises. |

| Squeak/rattle/abnormal noises from door panels | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate which interior door panels had abnormal noises (check all that apply):** | don't exactly know where this rattling noise comes from, but it's from all over the frond driver's side of the vehicle, could be instrument panel, doors, etc. |

| Squeak/rattle/abnormal noises from rear cargo shelf/cargo cover | |
|---|---|
| **Please describe in the box below where from the rear cargo shelf/cargo cover the trouble with abnormal noises is located:** | I hear it when I'm driving, so don't really know where it is exactly but probably the tailgate or the side pannels |
| **Please describe conditions when this trouble occurs:** | in bumps, uneven road |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Squeak/rattle/abnormal noises from instrument panel/dashboard | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:** | rattling noise from the front interior of the vehicle |
| **Please describe conditions when this trouble occurs:** | uneven road, pavement, humps, etc. |

| Other | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |

| Front Doors | |
|---|---|
| **Front Doors** | Abnormal squeaks/rattles/noises coming from front doors. |
| | Front doors are difficult to open/close. |

| Excessive wind noise | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Excessive wind noise | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate the location of the wind noise (check all that apply):** | from either the sunroof or front windshield |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | wind noise at higher speed or windy conditions |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain.<br>Other.<br>Vehicle Exterior.<br>Interior Trim/Storage/Windows.<br>Features/Controls/Displays. |

| Axle makes whining, howling, clunking, or grinding noises | |
|---|---|
| **Please describe conditions when this trouble occurs:** | I've marked the axel as the thumping or clunking might be from the axel and not the transmision |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Maintained it's heritage and stayed Jeep. But I'm sure the quality of Jeep's finished product has to be compatible with the brand and history. |
| **Feedback/Concerns:** | I've owned a number of CJ's, a Grand Wagoneer and a Cherokee Chief. I love jeep. Maybe this was just an unlucky buy or unlucky vehicle that sneaked through QC... I expected to be more excited and surprised after buying this vehicle than being frustrated and concerned of the issues. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Brake warning alert sounded 3 times in absolutely normal street conditions and created a lot of tension for us. We couldn't understand why this alert was activated. No body pulled in front of us, no loss of traction, no interfering objects or obstacles... just warning and the dealership couldn't understand why it happened either... |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Topics: Issues the vehicle is having Phone: 262-455-5846 |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEJM8EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | |
| ***Built Date*** | 11/04/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C094305374 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M262399521 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 276322019 | ***Report Version*** | 5 | ***Open Date*** | 11/05/2014 |
| ***Close Date*** | 11/06/2014 | ***Narrative Date*** | 11/13/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Steering system/wheel has too much play, feels loose

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble occurs while traveling at these speeds (check all that apply):** | I had two vehicles and the first had much tighter handling than the second |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Shift between gears is rough/harsh under normal driving conditions

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | the truck at times lurches forward after a brief pause. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | |

### Overview

| | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **Did you review the Owner's Information DVD?** | No. |
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **Was there information needed that was not included in the User Guide?** | details of some functions are general... |
| **Please explain further about your choice to recommend your vehicle:** | Jury is out. The first one had catastrophic failures to the point you replaced it, the second has experienced Catalytic converter issues. I'm not sold on reliability yet with only 12K miles on the vehicle. |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | Offer a digital copy in the vehicle electronics? |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Did you review the Printed User Guide?** | Yes. |

### Brakes vibrate/shudder excessively when applied

## Brakes vibrate/shudder excessively when applied

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | When the system detects I'm too close to a car (which I'm not), it sometimes applies the brakes hard.<br>When the cruise is set the system sometimes lurches when I apply the brakes! |
| **Vibration is:** | Moderate. |
| **Please describe conditions when this trouble occurs:** | when cruise is in use |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | usually highway, but sometimes backroads at 40-45 mph |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

## Hesitation or delay when shifting between gears

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe conditions when this trouble occurs:** | |

## Welcome

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

## Contact Me

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | What are you doing differently. There are a bunch of recalls and I'm curious if any apply to diesel engines since it's new to you. |

## Entertainment/Navigation System/Connectivity>Navigation System>

| | |
|---|---|
| **Navigation System** | Points of Interest not well defined. |

## About You

| | |
|---|---|
| **Primary vehicle you were considering:** | Primary Considered Vehicle: Used.<br>Q5.<br>Audi.<br>2014. |
| **When considering this vehicle** | Visit the dealership.<br>Research online.<br>Interact with dealership by email.<br>Interact with dealership by phone.<br>Test drive the vehicle. |
| **What price did you pay for your vehicle?** | 54000 |
| **Price** | 3. |
| **What is your current marital status?** | [redacted] |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **What year were you born?** | [redacted]9 |
| **What is your average miles per gallon (MPG) with your vehicle?** | 25-26 mpg. |
| **Ability to test drive** | 4. |
| **Vehicle fuel economy** | 4. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Please tell us about the vehicle you replaced (if applicable)** | RX 330.<br>Replaced Vehicle: Purchased Used.<br>Lexus.<br>2005. |
| **Please indicate your occupation.** | Sales Work. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Urban. |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |

| About You | |
|---|---|
| **How may children 17 or under live in your household?** | 1-2. |
| **Convenience of dealership location** | 3. |
| **Trade-in allowance** | 3. |
| **Dealership treatment** | 4. |
| **Vehicle quality** | 4. |
| **Vehicle styling** | 4. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Financing options** | 1. |
| **Vehicle availability** | 2. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Please indicate the primary driver's age.** | [redacted]. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Recommendations from friends or family. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone brand** | Samsung. |
| **If known, please tell us your software version** | |
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please tell us your cell phone model** | Note III |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions.<br>Hesitation or delay when shifting between gears. |

| Steering and Handling | |
|---|---|
| **Steering and Handling** | Steering system/wheel has too much play, feels loose. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Steering, Handling, and Ride.<br>Engine.<br>Entertainment/Navigation System/Connectivity.<br>Other.<br>Transmission and Drivetrain.<br>Vehicle Exterior.<br>Brake System.<br>Features/Controls/Displays. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | I'll try putting in an address and it's way off! The format might be the issue; number, street, city? |
| **What button did you use?** | Using onscreen |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Other | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **Please describe the other trouble you experienced:** | The noise from the moonroof is excessive at speeds over 35 mph. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **What are your favorite parts of your new vehicle?** | Diesel engine MPG<br>Front seat comfort |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | |
| **Ease of getting into and out of vehicle** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 4. |
| **Steering wheel adjustment** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine exhaust sound** | 4. |
| **Clarity of sound** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 3. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 5. |
| **Fuel economy and driving range** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Brake responsiveness/effort** | 3. |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **Integration with phones** | 4. |
| **Support for popular music/video formats** | 4. |
| **Engine sound** | 4. |
| **Seat adjustment and comfort** | 2. |
| **What is your attitude overall towards the BRAND of your new car?** | 2. |
| **Steering and handling (responsiveness, stability)** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Interior noise level while driving** | 4. |
| **Safety and visibility while driving** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Engine performance during acceleration** | 5. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | I like the style, diesel engine (so far), and have gotten compliments on the overall look. |
| **Feedback/Concerns:** | The handling of my replacement was not very reassuring especially since you did NOTHING to compensate me for my time and money dealing with your manufacturing deficiencies. |

| Points of Interest not well defined | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | I'm looking for things |
| **Additional Comments:** | I'm a sales guy and on the road a lot. I would love to use a search engine designed into the system instead of YELP which is VERY slow and not very accurate at times. |

| Abnormal squeaks/rattles/noises coming from liftgate | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Please describe conditions when this trouble occurs:** | |
| **Additional Comments:** | There is a 'grinding noise' when the gate lifts. |

| Abnormal squeaks/rattles/noises coming from liftgate | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Detail on High Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | I have plenty of input if you want it... :) |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | I have a summit and would expect more trim on the wheel wells to prevent dings. I also wanted mud flaps but there are not any available? |

| Liftgate | |
|---|---|
| **Liftgate** | Abnormal squeaks/rattles/noises coming from liftgate. |

| Paint chip/scratch/other surface damage from outside influence present at delivery | |
|---|---|
| **Please indicate which body panels had paint chip/scratch/other surface damage present at delivery (check all that apply):** | there was a little chip covered with white paint<br>There was a little chip, covered with white paint |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Paint chip/scratch/other surface damage from outside influence present at delivery. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | reliability is a huge concern for me being I'm a traveling sales guy.. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes vibrate/shudder excessively when applied. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG8EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/20/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6009411308 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K015461466 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 276444099 | ***Report Version*** | 5 | ***Open Date*** | 11/07/2014 |
| ***Close Date*** | 11/07/2014 | ***Narrative Date*** | 11/14/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **If known, please tell us your software version** | |
| **Please choose your cell phone brand** | Samsung. |
| **Please choose your cell phone carrier** | Sprint Nextel. |
| **Please tell us your cell phone model** | |

### About You

| | |
|---|---|
| **What price did you pay for your vehicle?** | |
| **What year were you born?** | |
| **How may children 17 or under live in your household?** | 0. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2011.<br>BMW.<br>Replaced Vehicle: Purchased Used.<br>X3. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership.<br>Interact with dealership by phone.<br>Research online.<br>Interact with dealership by email. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive.<br>Consumer Reports ratings.<br>Dealership information.<br>Manufacturer?s website. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Convenience of dealership location** | 3. |
| **Vehicle availability** | 4. |
| **Vehicle styling** | 4. |
| **Vehicle quality** | 5. |
| **Please indicate your ethnicity** | [redacted]n. |
| **Please indicate your occupation.** | Executive / Managerial. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Financing options** | 1. |
| **Primary vehicle you were considering:** | 2014.<br>Ford.<br>Explorer.<br>Primary Considered Vehicle: Used. |
| **Trade-in allowance** | 4. |
| **Dealership treatment** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |

| About You | |
|---|---|
| **Please indicate your highest education level** | PhD. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **Price** | 2. |
| **Vehicle fuel economy** | 4. |
| **Ability to test drive** | 5. |
| **Vehicle performance** | 5. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |

| Voice Activation / Recognition finishes before completing a command | |
|---|---|
| **What button did you use?** | Address or steering wheel. |
| **Please describe when this trouble occurs:** | Address for navigation. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Voice Recognition Quick Tips Booklet does not list enough detailed commands | |
|---|---|
| **Please list additional useful commands:** | Find POI, Alternate route |

| Cruise control system is broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | vehicle accelerating to resume speed |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | When adaptive cruise is on and accelerating and another car merges in front of you jeep continues to accelerate forcing driver to intervene and emergency brake. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Navigation system route accuracy** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Clarity of sound** | 4. |
| **Engine exhaust sound** | 4. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Fuel economy and driving range** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Integration with phones** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 4. |
| **Ride quality** | 4. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Integration with media players** | 3. |
| **Engine performance during acceleration** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What are your favorite parts of your new vehicle?** | The electronics package. |
| **Is there anything about your new vehicle you would like to see changed?** | The rear spoi;er prevents you from fully cleaning the rear window. |
| **Rear view styling (rear fascia, bumper)** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Support for popular music/video formats** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

| Overview | |
|---|---|
| **Please rate your overall level of satisfaction with the DVD** | 4 (satisfied). |
| **Did you review the Printed User Guide?** | Yes. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **DVD format is easy to understand and use** | 4 (agree). |
| **Information on the DVD is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Fuel consumption is worse than expected | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Where do you do most of your driving?** | Combination of city/highway driving. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | Yes. |
| **Please describe conditions when this trouble occurs:** | |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |

| Cruise control system | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | Selected route is not most direct or shortest |
| **Please indicate which of the following best describes your concern (check all that apply):** | Doesn't include POI's<br>System takes vehivle way out of the way down side roads and dirt roads when expressway is most direct route. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Points of Interest not well defined. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| | Difficulty accessing Points of Interest. |
| | Points of Interest incorrect. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Rear window wiper/washer controls work properly, but difficult to understand/use; in poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | You have to reach way around the steering wheel, dangerous while driving |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Difficult to use and reach. Dangerous while driving. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **What button did you use?** | Steering wheel. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |
| | Voice Recognition feature does not have enough functions available. |
| | Voice Recognition Quick Tips Booklet does not list enough detailed commands. |
| | Voice Activation / Recognition finishes before completing a command. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | Call ICE |
| | Defroster is on |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **What button did you use?** | Steering wheel. |
| **Please indicate which words, if any, are constantly misrecognized:** | Call .. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Wipers and washers. |
| | Cruise control system. |
| | Light switches/controls. |

| AM/FM/HD/Satellite radio channels have poor or no reception | |
|---|---|
| **Additional Comments:** | Radio will lose signal for several seconds and then reestablish. |
| **Please indicate which frequency band has trouble (check all that apply):** | signal is dropped quite often in the city. |
| **Please describe conditions when this trouble occurs:** | Driving through the city or expressway |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Hands-Free Phone / Bluetooth system phonebook does not work correctly | |
|---|---|
| **How many contacts do you have in your phone?** | 1-24. |
| **Did you refer to the voice tutorial, phone tutorial and voice training when experiencing hands-free phone/Bluetooth system issues?** | I did, but it didn't address all my questions. |
| **Please indicate which aspect of the phonebook does not work properly (check all that apply):** | Has to be re downloaded. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Conflicts with phone text messaging features. |
| **Please describe the trouble you experienced (check all that apply):** | Doesn't always work. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |
| | Engine. |
| | Entertainment/Navigation System/Connectivity. |

| Engine Fuel Consumption |
|---|

| Engine Fuel Consumption | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Wipers and washers | |
|---|---|
| **Wipers and washers** | Rear window wiper/washer controls work properly, but difficult to understand/use; in poor location. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Doesn't list points of interest hard to search. |

| Points of Interest not well defined | |
|---|---|
| **Additional Comments:** | Doesn't list points of interests and hard to search. |
| **Please describe the trouble with the Points of Interest within the Navigation system** | Missing POI's |

| Radio | |
|---|---|
| **Radio** | AM/FM/HD/Satellite radio channels have poor or no reception. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system phonebook does not work correctly.<br>Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Exterior light controls work properly, but difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate which exterior light feature's controls are difficult to understand/use; are in a poor location (check all that apply):** | legs hits switch and turns auto feature off<br>When exiting car, legs hits switch and turns auto feature off |
| **Please indicate which of the following best describes your concern (check all that apply):** | when getting out of the car knee hits know and twists it to another position or turns lights off |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | When exiting car, legs hits switch and turns auto feature off |

| Media | |
|---|---|
| **Media** | Radio. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |

| Points of Interest incorrect | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Except for some minor issues my grand Cherokee is an excellent vehicle. |

| Voice Recognition feature does not have enough functions available | |
|---|---|
| **Please describe additional functions you would like to have:** | The radio replay function. Find POI function. |

| Light switches/controls | |
|---|---|
| **Light switches/controls** | Exterior light controls work properly, but difficult to understand/use; in a poor location. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT0FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 07/21/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6183411318 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M143441401 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 277011588 | ***Report Version*** | 5 | ***Open Date*** | 11/05/2014 |
| ***Close Date*** | 11/16/2014 | ***Narrative Date*** | 11/21/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Overview

| | |
|---|---|
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Did you review the Printed User Guide?** | Yes. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Printed User Guide covers the necessary features** | 4 (agree). |

### Displays and Instruments

| | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Alert system continues to sound after car in front has made turn. |
| **Additional Comments:** | Gear shifter is not well designed. Difficult to shift to the proper gear. Sometimes gets stuck in neutral when it should be in drive. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG4FC60[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 07/21/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6182410502 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K195463527 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 277012225 | ***Report Version*** | 5 | ***Open Date*** | 11/16/2014 |
| ***Close Date*** | 11/16/2014 | ***Narrative Date*** | 11/21/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What price did you pay for your vehicle?** | 2 yr. 18500 |
| **Vehicle availability** | 1. |
| **Ability to test drive** | 4. |
| **Vehicle fuel economy** | 4. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **Please tell us about the vehicle you replaced (if applicable)** | Lincoln.<br>2013.<br>MKX.<br>Replaced Vehicle: Purchased New. |
| **Please indicate your gender** | [redacted]e. |
| **What is your current marital status?** | [redacted] |
| **Primary vehicle you were considering:** | SRX.<br>Cadillac.<br>Primary Considered Vehicle: New. |
| **How may children 17 or under live in your household?** | 0. |
| **Price** | 3. |
| **Convenience of dealership location** | 5. |
| **Primary vehicle in your household:** | Buick.<br>Primary Household Vehicle: Purchased New. |
| **Please indicate your occupation status.** | Retired. |
| **Vehicle styling** | 5. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Recommendations from friends or family. |
| **When considering this vehicle** | Visit the dealership.<br>Research online. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Location dealer |
| **Dealership treatment** | 4. |
| **Vehicle quality** | 5. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Which of the following best describes the area you live in?** | Suburban. |

### Squeak/rattle/abnormal noises from rear cargo shelf/cargo cover

| | |
|---|---|
| **Additional Comments:** | I removed pull out cover thing that was the cause to no avail. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe in the box below where from the rear cargo shelf/cargo cover the trouble with abnormal noises is located:** | Need to get someone in back to locate while I drive. If there is a lid in the back it could be from that or something inside, it is quite loud. |
| **Please describe conditions when this trouble occurs:** | Rough road |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Seat adjustment and comfort** | 2. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Engine sound** | 3. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **What are your favorite parts of your new vehicle?** | Brakes |
| **Ease of getting into and out of vehicle** | 2. |
| **Interior noise level while driving** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Climate control operation (function and ease of use)** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **Clarity of sound** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Interior comfort, design and appearance of interior (overall impression)** | 3. |
| **Engine exhaust sound** | 3. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Tire noise, car noise |
| **Integration with phones** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Ride quality** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Steering wheel adjustment** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |

| Overview | |
|---|---|
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Have you requested a paper version of the owner manual?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Car and Driver.<br>Consumer Reports ratings. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Please let us know why you have not referred to the Owner's Manual? (check all that apply)** | Did not expect to find anything on rattles |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Please explain further about your choice to recommend your vehicle:** | It would have to be outstanding for me to recommend. I have only owned on vehicle in sixty years that fit that discription. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | No. |
| **Would you recommend this vehicle to family or friends?** | No. |

| Abnormal Noises | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from rear cargo shelf/cargo cover. |

| Voice Activation System | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Voice Activiation System. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | A lot things are ok. I didn't find any wow items compared to other cars I have driven. |
| **Feedback/Concerns:** | Seats are a little stiff and flat. Adaptable cruise would like better distance selections. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Adaptable cruise slowing to one mile and still operating |

| Detail on High Rated Items | |
|---|---|
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | Low beams have good distance |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Voice Activation System works properly, but difficult to understand/use; controls in a poor location | |
|---|---|
| **Additional Comments:** | When steering wheel is turned phone voice talks to me |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Interior Trim/Storage/Windows. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT1FC6[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 09/15/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6226411163 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M217466528 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 277339254 | ***Report Version*** | 5 | ***Open Date*** | 11/18/2014 |
| ***Close Date*** | 11/18/2014 | ***Narrative Date*** | 11/25/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased New.<br>Liberty.<br>2007.<br>Jeep. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased New.<br>Buick.<br>2011.<br>LaCrosse. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive.<br>Previous experience with the vehicle/brand.<br>Manufacturer?s website. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your ethnicity** | [redacted] |
| **What is your primary language?** | English. |
| **Primary vehicle in your household:** | Grand Cherokee.<br>Jeep.<br>2014.<br>Primary Household Vehicle: Purchased New. |
| **Please indicate your gender** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: New.<br>2014.<br>Acura.<br>MDX. |
| **What price did you pay for your vehicle?** | 55K |
| **Financing options** | 3. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Vehicle availability** | 5. |
| **Trade-in allowance** | 5. |
| **Dealership treatment** | 5. |
| **Vehicle quality** | 5. |
| **Vehicle styling** | 5. |
| **Vehicle fuel economy** | 4. |
| **Ability to test drive** | 5. |
| **When considering this vehicle** | Interact with dealership by email.<br>Research online. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What year were you born?** | 1946 |
| **Convenience of dealership location** | 5. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Price** | 4. |
| **Vehicle performance** | 5. |
| **Please indicate your occupation status.** | [redacted] |

| About You | |
|---|---|
| **What is your current marital status?** | Single / never married. |

| Overview | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **DVD format is easy to understand and use** | 5 (strongly agree). |
| **Information on the DVD is easy to find and access** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | Tons of great features. Excellent performance. |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Which feature or section of the Owner's Information DVD did you find most helpful and why?** | All. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the DVD** | 5 (very satisfied). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Hit ACC while learning to operate and it started to brake drastically, as it is supposed to, but I wasn't sure at the time what the car was doing. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Interior Climate Control.<br>Seats. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | More seat heat. |
| **Fuel economy and driving range** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **What are your favorite parts of your new vehicle?** | Performance, air suspension. |
| **Vehicle storage and space usage** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Great features all around. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/14/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C298310292 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M332371824 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 277735450 | ***Report Version*** | 5 | ***Open Date*** | 11/23/2014 |
| ***Close Date*** | 11/23/2014 | ***Narrative Date*** | 11/28/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Tires make excessive road noise while driving

| | |
|---|---|
| **Additional Comments:** | I like the design and appearance of the tire tread for everything except driving on gravel roads. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble occurs while traveling at these speeds (check all that apply):** | Tire tread picks up rocks on gravel roads more than I have had before. |
| **Trouble occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### What Can We Do Better?

| | |
|---|---|
| **Feedback/Concerns:** | In early 2014 I bought a 2014 GMC Acadia Denali and a couple of months later bought a 2014 Grand Cherokee Overland Diesel. In looking underneath each vehicle, there is no doubt that the Jeep is built better, less palstic in places where some abuse from operation occurs. |
| **What has Chrysler done right?** | It is obvious that you have worked hard to bring up the ; quality of everything in the vehicle, the style, the overall look. If you continue to improve the Grand Cherokee as you have the last 2 model years, I will continue to buy a new one every few years. I enjoy driving my 2014 G. Cherokee. |

### Detail on High Rated Items

| | |
|---|---|
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | Overlands have the Heavy duty braking system. This is a BIG improvement over my 2002 G.Cherokee. The Heavy duty brakes saved one head-on collision for me already! |
| **You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.** | Diesel motor makes this possible. |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | I like being inside and driving my vehicle. |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | It is comfortable inside my vehicle. |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | The logic used in designing the control and adjustment of the the vehicle functions are really easy to understand, and use. |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | Diesel engine has very good pickup, but does take a few seconds to build. |
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | Enjoy the phone features in my vehicle. |
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | Great Quality sound and clarity. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | It is the overall package; Adaptive cruise control, all of the controls for the engine(oil temp, trans temp, tire pressures,etc. It is the rear camera, rain sensing wipers, automated collision control, the design of the instant fuel economy with everything that is in the screen that shows the instant fuel economy, the economy for the current tank of fuel. |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | really pretty good for a diesel engine. |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | very attractive front styling. |

## About You

| | |
|---|---|
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | The Grand Cherokee is more well built! |
| **Secondary vehicle in your household:** | 2001.<br>Secondary Household Vehicle: Purchased Used.<br>Chevrolet.<br>Silverado 2500HD. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2002.<br>Grand Cherokee.<br>Jeep.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | 2014.<br>Acadia.<br>GMC.<br>Primary Considered Vehicle: New. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 25-26 mpg. |
| **Vehicle availability** | 3. |
| **Price** | 4. |
| **Vehicle performance** | 4. |
| **Vehicle fuel economy** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **Primary vehicle in your household:** | GMC.<br>Primary Household Vehicle: Purchased New.<br>Denali. |
| **When considering this vehicle** | Interact with dealership by phone.<br>Research online.<br>Visit the dealership.<br>Test drive the vehicle.<br>Interact with dealership by email. |
| **Secondary vehicle you were considering:** | Jetta.<br>Secondary Considered Vehicle: New.<br>Volkswagen. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]d. |
| **Which of the following best describes the area you live in?** | Rural. |
| **Please indicate your occupation.** | Sales Work. |
| **What price did you pay for your vehicle?** | $52,000.00 |
| **Dealership treatment** | 5. |
| **Vehicle styling** | 5. |
| **How may children 17 or under live in your household?** | 0. |
| **Financing options** | 4. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | On-Line blogs or forums.<br>Consumer Reports ratings.<br>Edmunds. |
| **What year were you born?** | 1962 |
| **Please indicate your highest education level** | 4 year college degree. |
| **Ability to test drive** | 5. |
| **Vehicle quality** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Convenience of dealership location** | 3. |
| **Trade-in allowance** | 3. |

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior noise level while driving** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Integration with phones** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine performance during acceleration** | 5. |
| **What are your favorite parts of your new vehicle?** | Diesel Motor, Interior design, overall quality. |
| **Rear view styling (rear fascia, bumper)** | 2. |
| **Integration with media players** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Clarity of sound** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Yes; the paper oil filter costs $60.00 (just the filter). The oil for the diesel motor costs $10-14.00 per quart. It takes 8 quarts to change oil. The (OAT) engine coolant costs $65.00/gallon ?? I understand it is a new type of coolant, but $65.00 a gallon? |
| **Climate control operation (function and ease of use)** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Support for popular music/video formats** | 4. |
| **Engine sound** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Navigation system route accuracy** | 4. |

| Overview | |
|---|---|
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Information on the DVD is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **DVD format is easy to understand and use** | 5 (strongly agree). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| | I liked the way to get to the specific area of interest when I have used it. |

## Overview

| | |
|---|---|
| **Which feature or section of the Owner's Information DVD did you find most helpful and why?** | |
| **Please rate your overall level of satisfaction with the DVD** | 4 (satisfied). |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | It would be really helpful to have a quick reference guide for what page of the book to look and find the area of interest for that time. |
| **Please explain further about your choice to recommend your vehicle:** | There are just a few things that I would like to improve, but the total package is really good. This is the third Grand Cherokee that I have driven. It is the best one by far. All the upgrades on the 2014 model are really very good. I am happy that I got the 2014 model. I purposely stayed away from the model years 2004-2012, because they appeared to be a lower quality, cheaper built vehicle. It took the Diesel motor to get a desired fuel economy. |
| **Did you review the Printed User Guide?** | Yes. |

## Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |
| | Transmission and Drivetrain. |
| | Vehicle Exterior. |
| | Entertainment/Navigation System/Connectivity. |
| | Interior Trim/Storage/Windows. |
| | Seats. |
| | Steering, Handling, and Ride. |
| | Brake System. |
| | Interior Climate Control. |
| | Engine. |

## Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

## Air from vents smells moldy/stale

| | |
|---|---|
| **Please indicate when the odor/smell is present (check all that apply):** | Odor is only noticeable when the front defroster is used. |
| | Odor/smell is noticeable for only a short time after air conditioner/heater/defroster is turned on. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Additional Comments:** | I have noticed a musty odor when outside conditions are moist, and the A/C or defrost is used. It usually only lasts for 15-45 seconds |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |

## Heating, ventilation and air conditioning doesnt maintain desired temperature

| | |
|---|---|
| **Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):** | My only issue is in weather when the heat is needed. It heats really well. The heated air coming out of the vents stays too hot after the vehicle warms up, and when it cools the air coming in, it gets too cool. SO put maybe better, when the cab warms up it is too extreme, either too hot, and then goes to too cool. not settling to somewhere in the middle, at a comfortable temperature. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | I really like everything about the cooling and heating except the air either being too hot, ot going too cold after it warms up. |
| **Please indicate which HVAC zone does not maintain desired temperature (check all that apply):** | Front HVAC. |
| **At what internal temperature does the setting no longer maintain desired temperature (check all that apply):** | Below 70 degrees. |
| **If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

## Entertainment/Navigation System/Connectivity

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | U.S. Cellular. |
| **Please choose your cell phone brand** | Samsung. |
| **Please tell us your cell phone model** | S 5 |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | The rear of the vehicle is not very gravel road friendly from a dust standpoint. The entire rear of the vehicle is dusty from gravel road travel. The rear window gets dusty almost immediately. The air deflector on top of the rear window, along with all around the back hatch seems to hold significant gravel dust in it. I like the power back hatch. It saves me time when using the back hatch. |

| Automatic high-beam headlights broken/not working | |
|---|---|
| **Additional Comments:** | Automatic high-beam is a really nice feature. I like it. Sometimes it seems that it works fine, and at times the high beams do not come on when they could. Id there a sensitivity setting that can be adjusted? |
| **Please indicate the trouble experienced with the automatic high-beam headlights (check all that apply):** | Sometimes do not turn on high when they could. |

| Odor/smell | |
|---|---|
| **Odor/smell** | Air from vents smells moldy/stale. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | There have been times where it has been too sensitive. I would like to understand how to fine tune it better. Also though, in the first 10,000 miles, it helped me to avoid a possible collision. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | On the heat side, how can I better control the temperature of the heated air coming out of the vents? Also, Can I adjust or understand better the automated collision control system. My cell phone [redacted], and can be reached from 7:30 am (CST) until 3:00 pm (CST) Thanks! Virgil Meyer |

| Lights | |
|---|---|
| **Lights** | Automatic high-beam headlights broken/not working. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Heating, ventilation and air conditioning doesn't maintain desired temperature. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Steering, Handling, and Ride>Tires> | |
|---|---|
| **Tires** | Tires make excessive road noise while driving. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT8EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/10/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6311311124 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M317366891 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 278296265 | ***Report Version*** | 5 | ***Open Date*** | 11/26/2014 |
| ***Close Date*** | 11/26/2014 | ***Narrative Date*** | 12/03/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What year were you born?** | [redacted] |
| **Vehicle availability** | 2. |
| **Convenience of dealership location** | 3. |
| **Dealership treatment** | 4. |
| **Vehicle styling** | 5. |
| **Please tell us about the vehicle you replaced (if applicable)** | Acura.<br>Replaced Vehicle: Purchased New.<br>MDX.<br>2007. |
| **Primary vehicle you were considering:** | Acura.<br>Primary Considered Vehicle: New.<br>MDX.<br>2014. |
| **Please indicate your occupation status.** | Employed. |
| **What is your current marital status?** | Married. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your occupation.** | Professional Specialty. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Dealership information.<br>On-Line blogs or forums.<br>Kelley Blue Book.<br>Vehicle test drive.<br>Consumer Reports ratings.<br>Edmunds.<br>Manufacturer?s website.<br>Recommendations from friends or family. |
| **Primary vehicle in your household:** | F-150.<br>Primary Household Vehicle: Purchased New.<br>Ford.<br>2012. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership.<br>Research online. |
| **Vehicle performance** | 4. |
| **Vehicle fuel economy** | 4. |
| **Please indicate the primary driver's age.** | [redacted] |
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Financing options** | 2. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your gender** | [redacted]. |
| **What price did you pay for your vehicle?** | ~$52K |
| **Trade-in allowance** | 1. |
| **Ability to test drive** | 4. |
| **Vehicle quality** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |

| About You | |
|---|---|
| **Price** | 5. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Crash detection has too many false alarms. If car in front is turning/braking and you decelerate but do not tap break, it freaks out. It has even braked for me on a foggy day. Scary. |

| Overview | |
|---|---|
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | Have only used for remote start |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Did you review the Printed User Guide?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Did you review the Owner's Information DVD?** | No. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |

| Detail on High Rated Items | |
|---|---|
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | nice turning radius for vehicle size. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Nice looking vehicle. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Fuel economy and driving range** | 3. |
| **Clarity of sound** | 4. |
| **Navigation system route accuracy** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | crash detect too sensitive, backseat heated seat controls in front too |
| **What are your favorite parts of your new vehicle?** | look, adaptive cruise |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Engine performance during acceleration** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Integration with media players** | 4. |
| **Steering wheel adjustment** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **Brake responsiveness/effort** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of using system displays while driving** | 3. |
| **Engine exhaust sound** | 3. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **Support for popular music/video formats** | 4. |
| **Appearance of exterior paint** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Safety and visibility while driving** | 4. |
| **Ride quality** | 4. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | About 90% false alarms for me. Primarily when car ahead is turning and I decelerate but do not brake. On a foggy day, it actually braked for me in this situation. Very scary - especially when nowhere close to collision. Feature NEEDS WORK! |
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | too sensitive/false alert |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Interior Climate Control. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT1EC3[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/27/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6280311287 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M288358033 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 278707057 | ***Report Version*** | 5 | ***Open Date*** | 11/30/2014 |
| ***Close Date*** | 11/30/2014 | ***Narrative Date*** | 12/06/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Detail on Low Rated Items

| | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | ACC, uConnect Apps |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **What are your favorite parts of your new vehicle?** | comfort features |
| **Navigation system route accuracy** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Engine performance during acceleration** | 4. |
| **Fuel economy and driving range** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Support for popular music/video formats** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Clarity of sound** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Engine exhaust sound** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Integration with media players** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | would like to be able to upload my CD collection into storage to play |
| **Integration with phones** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **What is your attitude overall towards your new car?** | 5. |

| Wifi Hot Spot Connection broken/not working | |
|---|---|
| **Please describe the trouble you experienced:** | it doesnt work at all. indicates that I have to pay the monthly fee yet vehicle is still in warranty/free period |

| About You | |
|---|---|
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please tell us about the vehicle you replaced (if applicable)** | Dodge.<br>Nitro.<br>2007. |
| **What price did you pay for your vehicle?** | 52K |

| Overview | |
|---|---|
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Please let us know why you have not referred to the Owner's Manual? (check all that apply)** | Have not referenced the owner?s manual because the features of my vehicle are easy to understand and use. |
| **Have you requested a paper version of the owner manual?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |

| Cruise control system | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays.<br>Transmission and Drivetrain. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Exhaust system troubles | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **What type of fuel do you most often put into your vehicle?** | Premium gasoline. |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **What is the trouble with the exhaust system? (check all that apply):** | every so often a plume of white smoke comes from drive side exhaust when car is started |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Uconnect store is broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **How long did it take to activate after purchase?** | A few days. |
| **Please describe the trouble you experienced (check all that apply):** | very slow to display, not easy to understand |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Uconnect Access Application.<br>Owner Connect Website.<br>Uconnect Store. |

| Uconnect Access Application | |
|---|---|
| **Uconnect Access Application** | Uconnect Access features are confusing.<br>Uconnect Access instructions are unclear. |

| Cruise control system is broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | always |
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | ACC constantly shuts off indicating 'wipe front sensor' and now even when it's onn it doesn't 'see' cars ahead of it at all yet dealer indicates it passes diagnostics |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | suspect it's a faulty, intermittently failing, part but dealer can't fix it or isnt qualified enough to diagnose and fix |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Uconnect Access instructions are unclear | |
|---|---|
| **Please describe conditions when this trouble occurs:** | had to update software in car at dealer before I could use |

| Features and Controls | |
|---|---|
| **Features and Controls** | Cruise control system. |

| Owner Connect Website | |
|---|---|
| **Owner Connect Website** | Owner connect website dashboard is difficult to understand/use. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | Sprint Nextel. |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | iPohone 4S |

| Uconnect Store | |
|---|---|
| **Uconnect Store** | Uconnect store is broken/not working.<br>Unable to use applications purchased. |

| Wifi Hot Spot Connection | |
|---|---|
| **Wifi Hot Spot Connection** | Wifi Hot Spot Connection broken/not working. |

| Engine Exhaust System | |
|---|---|
| **Engine exhaust system** | Exhaust system troubles. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | great vehicle |

| Unable to use applications purchased | |
|---|---|
| **Please list the applications you are unable to use:** | apps that came as part of purchase - wifi hot spot doesnt work and the warranty period apps work if I pay for them |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJTXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/22/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6284310997 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M272351116 | |
| ***Color*** | PEP | DEEP AUBURN PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 279270367 | ***Report Version*** | 6 | ***Open Date*** | 12/03/2014 |
| ***Close Date*** | 12/03/2014 | ***Narrative Date*** | 12/10/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What price did you pay for your vehicle?** | 52000 |
| **Ability to test drive** | 2. |
| **Secondary vehicle in your household:** | 2012.<br>Secondary Household Vehicle: Purchased New.<br>Audi.<br>A6. |
| **Primary vehicle in your household:** | 2014.<br>Grand Cherokee.<br>Primary Household Vehicle: Purchased New.<br>Jeep. |
| **Trade-in allowance** | 3. |
| **Vehicle quality** | 4. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Consumer Reports ratings.<br>Previous experience with the vehicle/brand. |
| **What is your primary language?** | English. |
| **Please indicate your occupation.** | Owner / Proprietor. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Vehicle styling** | 4. |
| **Dealership treatment** | 5. |
| **Please tell us about the vehicle you replaced (if applicable)** | Grand Cherokee.<br>Replaced Vehicle: Purchased New.<br>2009.<br>Jeep. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Vehicle availability** | 3. |
| **Vehicle performance** | 4. |
| **Please indicate your ethnicity** | [redacted]. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **When considering this vehicle** | Research online.<br>Test drive the vehicle.<br>Visit the dealership. |
| **Please indicate your occupation status.** | Retired. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **Price** | 3. |
| **Vehicle fuel economy** | 3. |
| **Financing options** | 4. |
| **Convenience of dealership location** | 5. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Please indicate your highest education level** | DVM |

### Adjustable height control works, but is difficult to understand/use

| Adjustable height control works, but is difficult to understand/use | |
|---|---|
| **Additional Comments:** | always seems to be at highest level when getting in and out |
| **Please describe the trouble experienced with the adjustable height controls:** | Controls are difficult to understand.<br>Controls are hard to see.<br>Displays are hard to see. |
| **Which height setting were you in, or trying to get into, when you experienced the trouble (check all that apply):** | Park Mode. |

| Check Engine light indicated trouble | |
|---|---|
| **Additional Comments:** | needed computer adjustment |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **Did you also experience an engine performance issue while the "Check Engine" light was on?** | No. |
| **Please describe conditions when this trouble occurs:** | occured 1 time |
| **What type of fuel do you most often put into your vehicle?** | Plus gasoline. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Was the "Check Engine" light your first indication there was trouble?** | Yes. |

| Shifts at wrong times | |
|---|---|
| **Please describe conditions when this trouble occurs:** | normal |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | shifts at too high RPM |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.<br>Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | RPM too high when it shifts |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine exhaust sound** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **What are your favorite parts of your new vehicle?** | ease of driving |
| **Is there anything about your new vehicle you would like to see changed?** | smoother transmission. rear window that opens. storage space netting. different roof rack. |
| **Support for popular music/video formats** | 3. |
| **Fuel economy and driving range** | 3. |
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Integration with media players** | 2. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Vehicle storage and space usage** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Ease of getting into and out of vehicle** | 4. |
| **Safety and visibility while driving** | 4. |
| **Clarity of sound** | 5. |
| **Appearance of exterior paint** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Ride quality** | 5. |

| Overview | |
|---|---|
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Did you review the Printed User Guide?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Features/Controls/Displays.<br>Vehicle Exterior.<br>Transmission and Drivetrain.<br>Interior Climate Control. |

| Roof Rails | |
|---|---|
| **Roof Rails** | Roof rails work, but are difficult to understand/use. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shifting paddles/buttons difficult to operate.<br>Shifts at wrong times. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

| Roof rails work, but are difficult to understand/use | |
|---|---|
| **Please describe conditions when this trouble occurs:** | hard to attach rack |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | solid and comfortable |
| **Feedback/Concerns:** | have eliminated good features from my 09 model |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | transmission |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Detail on High Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | comfort and noise level on highway |

| Shifting paddles/buttons difficult to operate | |
|---|---|
| **Please describe conditions when this trouble occurs:** | when turning the wheel |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Electronic Engine Controls (Check Engine) | |
|---|---|
| **Electronic Engine Controls ('Check Engine')** | "Check Engine" light indicated trouble. |

| Body panels/doors misaligned/excessive gaps/poor fit | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate the location of the trouble (check all that apply):** | not a smooth fit at back of door panel |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Adjustable Height Control. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Body panels/doors misaligned/excessive gaps/poor fit. |

| Adjustable Height Control | |
|---|---|
| **Adjustable Height Control** | Adjustable height control works, but is difficult to understand/use. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Too sensitive. Activates when not necessary |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECT2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | |
| ***Built Date*** | 02/15/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6028310516 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M309201003 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 279456371 | ***Report Version*** | 6 | ***Open Date*** | 12/04/2014 |
| ***Close Date*** | 12/04/2014 | ***Narrative Date*** | 12/11/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Abnormal squeaks/rattles/noises coming from hood

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | ALWAYS OCCURS/NOT A MOMENT THAT I DONT HAVE TO LISTEN TO THE ANNOYING RATTLE!!!

| About You | |
|---|---|
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your ethnicity** | Caucasian. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **Which, if any, influenced your purchase decision? (check all that apply):** | I desired to buy American. That desire is lost. |
| **Convenience of dealership location** | 1. |
| **Financing options** | 1. |
| **What is your current marital status?** | [redacted]. |
| **Vehicle availability** | 1. |
| **Trade-in allowance** | 1. |
| **Dealership treatment** | 1. |
| **Vehicle styling** | 1. |
| **What is your primary language?** | English. |
| **Please indicate your highest education level** | Graduate degree. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |

| Front headlights/parking lights/fog lights/turn signal lights inoperative | |
|---|---|
| **Additional Comments:** | You really should consider building a better product |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which front lights were inoperative (check all that apply):** | DRL function whenever they feel like it |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | every time I drive the vehicle |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | the molding around rearview mirror has fallen in my lap at 6 times while driving<br>surround for the adaptive cruise radar fell off half dozen times and counting |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Safety and visibility while driving** | 2. |
| **Integration with phones** | 3. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Vehicle storage and space usage** | 3. |
| **Head/leg/foot room** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Climate control operation (function and ease of use)** | 3. |
| **Brake responsiveness/effort** | 3. |
| **Fuel economy and driving range** | 4. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | quality |
| **What are your favorite parts of your new vehicle?** | transmission |
| **Interior noise level while driving** | 1. |
| **Navigation system route accuracy** | 2. |
| **What is your attitude overall towards the BRAND of your new car?** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Rear view styling (rear fascia, bumper)** | 3. |
| **Location and usefulness of interior lighting** | 3. |
| **Engine sound** | 3. |
| **Steering and handling (responsiveness, stability)** | 3. |
| **How do you feel about the durability of your new vehicle?** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Exterior design and appearance (overall impression)** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 3. |
| **Interior comfort, design and appearance of interior (overall impression)** | 3. |
| **Seat adjustment and comfort** | 3. |
| **Steering wheel adjustment** | 3. |
| **Engine exhaust sound** | 3. |
| **What is your attitude overall towards your new car?** | 2. |
| **Clarity of sound** | 3. |
| **Integration with media players** | 3. |
| **Appearance of exterior paint** | 3. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 3. |
| **Headlight illumination/performance during night-time driving** | 3. |
| **Ease of getting into and out of vehicle** | 3. |
| **Engine performance during acceleration** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Ride quality** | 3. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |

| Overview | |
|---|---|
| **Printed User Guide covers the necessary features** | 2 (disagree). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Car and Driver.<br>Motor Trend. |
| **If our team has any additional questions about your responses, would you accept further contact?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 2 (dissatisfied). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Printed User Guide format is easy to understand and use** | 2 (disagree). |
| **Information in the Printed User Guide is easy to find and access** | 2 (disagree). |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |

| Cruise control system is broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | vehicle began accelerating at full throtle until I pushed brake with both feet to slow vehicle |

| Liftgate | |
|---|---|
| **Liftgate** | Abnormal squeaks/rattles/noises coming from liftgate. |

| Cruise control system | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

| Fuel door difficult to open/close | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Left me standed at the gas pump, had walk home (luckily only mile away) pushed and pushed the button but damn thing wouldnt open. this has happened way too many times!!!

| Fuel door difficult to open/close | |
|---|---|
| **Please describe conditions when this trouble occurs:** | |
| **Please indicate where the fuel door trouble occurs:** | Fuel filler door. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Seat Squeak/Rattle | |
|---|---|
| **Please indicate which seat has a squeak/rattle (check all that apply):** | Driver's side rear seat. |
| | Front passenger seat. |
| | Passenger's side rear seat. |
| | Driver's seat. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Trouble occurs under these surface conditions (check all that apply):** | Bumpy or uneven surface. |
| | Downhill. |
| | Sideslope. |
| | I sold my old infiniti to an employee. she still drives it. its ten years old and makes less noise than my jeep. how embarrassing. |
| | Level Ground. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Seat Squeak/Rattle** | Seat Squeak/Rattle. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control. |
| | Other. |
| | Seats. |
| | Vehicle Exterior. |
| | Features/Controls/Displays. |
| | Interior Trim/Storage/Windows. |
| | Steering, Handling, and Ride. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Exterior Light Failure | |
|---|---|
| **Please indicate which light has failed (check all that apply):** | see above |
| | see above |
| **Exterior Light Failure** | Exterior Light Failure. |

| Abnormal Noises | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from headliner. |
| | Squeak/rattle/abnormal noises from instrument panel/dashboard. |
| | Squeak/rattle/abnormal noises from center console. |
| | Squeak/rattle/abnormal noises from door panels. |
| | Squeak/rattle/abnormal noises from overhead console. |
| | Squeak/rattle/abnormal noises from sun visor/vanity mirror. |
| | Squeak/rattle/abnormal noises from cup holders. |
| | Squeak/rattle/abnormal noises from glove box. |
| | Squeak/rattle/abnormal noises from rear cargo shelf/cargo cover. |

| Squeak/rattle/abnormal noises from instrument panel/dashboard | |
|---|---|
| **Additional Comments:** | Have told, will continue to tell every friend, neighbor, and colleague of the poor quality of this vehicle till day I die |

| Squeak/rattle/abnormal noises from rear cargo shelf/cargo cover | |
|---|---|
| **Additional Comments:** | I am not a satisfied customer |

| Reverse-camera is broken/not working | |
|---|---|
| **Additional Comments:** | |

| Reverse-camera is broken/not working | |
|---|---|
| | Occasionally, rearview monitor decides to display what's behind me for the entire drive. button won't respond or affect. |

| Front Doors | |
|---|---|
| **Front Doors** | Abnormal squeaks/rattles/noises coming from front doors. |

| Hood | |
|---|---|
| **Hood** | Abnormal squeaks/rattles/noises coming from hood. |

| Lights | |
|---|---|
| **Lights** | Exterior Light Failure.<br>Front headlights/parking lights/fog lights/turn signal lights inoperative. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | 8 speed ZF sourced automatic the "benchmark" of automatics. It's the only positive in a totally negative experience |

| Squeak/rattle/abnormal noises from headliner | |
|---|---|
| **Please describe conditions when this trouble occurs:** | every time i drive the vehicle |
| **Please describe in the box below where from the headliner the trouble with abnormal noises is located:** | I just turn the radio up now as loud as I can tolerate to drown the noise out. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | I wanted to buy an American made product, I've always driven Acuras, Infiniti, Lexus, Jaguar, and much earlier in college days Nissan, and Mazda. They all were built better than this Jeep |

| Squeak/rattle/abnormal noises from overhead console | |
|---|---|
| **Additional Comments:** | If an arrow pointing upwards was available it would take the place of what I have writen in this box |

| Abnormal squeaks/rattles/noises coming from liftgate | |
|---|---|
| **Please describe conditions when this trouble occurs:** | see above |

| Squeak/rattle/abnormal noises from sun visor/vanity mirror | |
|---|---|
| **Additional Comments:** | up |

| Detail on High Rated Items | |
|---|---|
| **You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.** | ZF 8-speed same transmission used by premium marques such as Audi, Bently, Range Rover, Jaguar, and BMW. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Cruise control system.<br>Reverse-Camera. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Squeak/rattle/abnormal noises from door panels | |
|---|---|
| **Additional Comments:** | By now you should be able ascertain that yourself from my previous explanations. |

| Squeak/rattle/abnormal noises from cup holders | |
|---|---|
| **Additional Comments:** | I would say see above but I think you have that by now |

| Squeak/rattle/abnormal noises from center console | |
|---|---|
| **Additional Comments:** | See above |

| Fuel filler door/cap | |
|---|---|
| **Fuel filler door/cap** | Fuel door difficult to open/close. |

| Reverse-Camera | |
|---|---|
| **Reverse-Camera** | Reverse-camera is broken/not working. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 10/25/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6282311231 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K295361078 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 279880110 | ***Report Version*** | 6 | ***Open Date*** | 12/05/2014 |
| ***Close Date*** | 12/05/2014 | ***Narrative Date*** | 12/12/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Hesitation or delay when shifting between gears

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | The ECON button |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | In traffic<br>Rush hour in traffic |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | Hesitates when I step on gas for at lease one second. Bad for driving in traffic |

### About You

| | |
|---|---|
| **How may children 17 or under live in your household?** | 0. |
| **Secondary vehicle in your household:** | 2012.<br>Chevrolet.<br>Corvette.<br>Secondary Household Vehicle: Purchased New. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | It is a jeep thing. |
| **What price did you pay for your vehicle?** | 48000 |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership. |
| **Please tell us about the vehicle you replaced (if applicable)** | Edge.<br>2011.<br>Ford.<br>Replaced Vehicle: Purchased New. |
| **Please indicate your gender** | [redacted] |
| **Please indicate your occupation status.** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your primary language?** | English. |
| **What is your current marital status?** | [redacted] |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: New. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |

### Overview

| | |
|---|---|
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | They told me there was nothing they could do with the ECON button. I would have to remember to turn it off. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **DVD format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree).<br>3 (neither satisfied nor dissatisfied). |

| Overview | |
|---|---|
| **Please rate your overall level of satisfaction with the Printed User Guide** | |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Information on the DVD is easy to find and access** | 3 (neither agree nor disagree). |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Please rate your overall level of satisfaction with the DVD** | 3 (neither satisfied nor dissatisfied). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Location and usefulness of interior lighting** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Integration with phones** | 3. |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **Clarity of sound** | 4. |
| **Interior noise level while driving** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Navigation system route accuracy** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Safety and visibility while driving** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Fuel economy and driving range** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| Voice Activation System works properly, but difficult to understand/use; controls in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficulty in recognizing my voice |
| **Please indicate why the Voice Actication System controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much attention (must take eyes off the road) to operate. |
| **Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):** | Difficulty in recognizing my voice<br>Difficulty in recognizing my voice |

| Engine Driveability (stumbles/hesitates/surges) | |
|---|---|
| **Engine Driveability (stumbles/hesitates/surges)** | Engine stumbles/hesitates/surges. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Indicator light is difficult to understand.<br>Menu is not set up well/too many steps.<br>Controls are difficult to understand.<br>Indicator light is difficult to locate.<br>Display is difficult to understand. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Fuel consumption is worse than expected | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Where do you do most of your driving?** | Combination of city/highway driving. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | Yes. |

| Engine stumbles/hesitates/surges | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Hesitation when accelerating |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Engine trouble occurs (check all that apply):** | Within first 5 minutes after starting vehicle.<br>Driving the vehicle for more than 20 minutes.<br>Driving the vehicle more than 5 minutes but less than 20 minutes. |
| **Additional Comments:** | I am guessing the ECON button is reason for hesitation. |
| **What best describes the engine drivability trouble? (check all that apply):** | It will hesitate for one second or more which is dangerouse when in traffic. I am guessing the ECON button is the reason. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain.<br>Engine.<br>Features/Controls/Displays. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Voice Activiation System. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Engine Fuel Consumption |
|---|

| Engine Fuel Consumption | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Voice Activation System | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Train your sales people. They do not always know the features of the cars. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Hesitation or delay when shifting between gears. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/15/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6343310863 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M305362788 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 279880770 | ***Report Version*** | 6 | ***Open Date*** | 12/06/2014 |
| ***Close Date*** | 12/06/2014 | ***Narrative Date*** | 12/12/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What price did you pay for your vehicle?** | 49,000 |
| **Secondary vehicle in your household:** | 2002.<br>Camaro.<br>Secondary Household Vehicle: Purchased New.<br>Chevrolet. |
| **Ability to test drive** | 5. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **Please tell us about the vehicle you replaced (if applicable)** | Chevrolet.<br>Camaro.<br>2002.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>Escalade EXT.<br>2007.<br>Cadillac. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Vehicle fuel economy** | 3. |
| **Convenience of dealership location** | 5. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: New.<br>2014.<br>Acadia.<br>GMC. |
| **Please indicate your occupation status.** | Retired. |
| **Financing options** | 3. |
| **Dealership treatment** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your occupation.** | Executive / Managerial. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Please indicate your highest education level** | 2 years of college |
| **Trade-in allowance** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **Vehicle availability** | 5. |
| **Vehicle quality** | 5. |
| **Vehicle styling** | 5. |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Which of the following best describes the area you live in?** | Suburban. |

### Detail on High Rated Items

| | |
|---|---|
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | I like it No.5 |

| Detail on High Rated Items | |
|---|---|
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | I like it No.5 |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | Like it |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | 5 |
| **You rated integration with media players High. Use this space to provide any specific comments you would like to share.** | I like it |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | I love this car ( Jeep ) |
| **You rated the value of your new car High. Use this space to provide any specific comments you would like to share.** | One to Five a 5 |
| **You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.** | 5 |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | Good |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | Great |
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | Like it |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | Like it |
| **You rated ride quality High. Use this space to provide any specific comments you would like to share.** | Like it |
| **You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.** | So far, so good |

| Overview | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | I really like my Jeep |
| **Was there information needed that was not included in the DVD?** | Signing up to un Uconect |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **DVD format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information on the DVD is easy to find and access** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the DVD** | 3 (neither satisfied nor dissatisfied). |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **What have you used to view your DVD? (check all that apply)** | Home DVD Player. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **What are your favorite parts of your new vehicle?** | the control panel and bluetooth |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Head/leg/foot room** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with media players** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Clarity of sound** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Maybe a little bigger |
| **Brake responsiveness/effort** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Steering wheel adjustment** | 4. |
| **Safety and visibility while driving** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine performance during acceleration** | 5. |
| **Ride quality** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 4. |
| **Integration with phones** | 5. |
| **Support for popular music/video formats** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Cigarette Lighter/Accessory Power Plug.<br>Ignition switch.<br>Side window operation/controls.<br>Sunroof/moonroof controls.<br>Tire pressure monitoring system.<br>Turn signals.<br>Wipers and washers.<br>Active Suspension System.<br>Adjustable Height Control.<br>Alarm/anti-theft system.<br>Cruise control system.<br>Door locks/key fob entry system.<br>Garage door opener. |

| Features and Controls | |
|---|---|
| | Heated Steering Wheel. |
| | Horn. |
| | Interior lights. |
| | Light switches/controls. |
| | Rear view mirrors (interior/exterior). |
| | Reverse-Camera. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows. |
| | Other. |
| | Seats. |
| | Transmission and Drivetrain. |
| | Brake System. |
| | Entertainment/Navigation System/Connectivity. |
| | Features/Controls/Displays. |
| | Vehicle Exterior. |

| Seat belt locks at inappropriate times or not at all; will not retract properly | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Additional Comments:** | This has caused dent in the door fram |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which seat belt has trouble (check all that apply):** | Same |
| | Does not retract and gets caught in door |
| **Seat belt trouble is:** | Seat belt does not retract properly when released. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Uconnect |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone brand** | Samsung. |
| **Please tell us your cell phone model** | Note 3 |
| **Please choose your cell phone carrier** | Verizon Wireless. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | The auto breaking |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Everything , but I would like it to be a little bigger , but that does affect the gas mileage . |
| **Feedback/Concerns:** | The Seat belt thing |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | The Jeep sometime brakes itself for no reason |

| Seat Belts | |
|---|---|
| **Seat Belts** | Seat belt locks at inappropriate times or not at all; will not retract properly. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM8EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 12/18/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C270308288 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M303362220 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 280811107 | ***Report Version*** | 5 | ***Open Date*** | 12/14/2014 |
| ***Close Date*** | 12/14/2014 | ***Narrative Date*** | 12/20/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What price did you pay for your vehicle?** | 61,000 |
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |
| **How may children 17 or under live in your household?** | 0. |
| **Price** | 1. |
| **Ability to test drive** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Vehicle performance** | 5. |
| **Please tell us about the vehicle you replaced (if applicable)** | Accord Hybrid.<br>Honda.<br>Replaced Vehicle: Purchased New.<br>2007. |
| **Please indicate your gender** | [redacted]. |
| **What is your current marital status?** | [redacted]. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | On-Line blogs or forums.<br>Consumer Reports ratings.<br>Manufacturer?s website.<br>Features/Capabilities.<br>NHTSA or IIHS safety ratings.<br>Advertisements. |
| **Please indicate your occupation.** | Owner / Proprietor. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: New.<br>Honda.<br>2014.<br>Pilot. |
| **Please indicate your highest education level** | Trade / technical school. |
| **When considering this vehicle** | Visit the dealership.<br>Research online.<br>Test drive the vehicle. |
| **Convenience of dealership location** | 1. |
| **Vehicle styling** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Vehicle availability** | 1. |
| **Trade-in allowance** | 1. |
| **Dealership treatment** | 1. |
| **Vehicle quality** | 1. |
| **What year were you born?** | [redacted] |
| **Financing options** | 1. |
| **Vehicle fuel economy** | 3. |
| **Which of the following best describes the area you live in?** | Rural. |
| **Please indicate the primary driver's age.** | [redacted] |
| [redacted] | [redacted] |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Fuel economy and driving range** | 3. |
| **Clarity of sound** | 4. |
| **Integration with media players** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Steering wheel adjustment** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | More storage |
| **Vehicle storage and space usage** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Support for popular music/video formats** | 4. |
| **Appearance of exterior paint** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **What are your favorite parts of your new vehicle?** | Safety features |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Head/leg/foot room** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |

| Overview | |
|---|---|
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Did you review the Owner's Information DVD?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | My husband's HTC works great...my iPhone won't use voice texting.. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |

| Overview | |
|---|---|
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |

| Rain sensing wiper controls work properly, but difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | Controls require too much attention (must take eyes off the road) to operate. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Voice Activiation System.<br>Reverse-Camera.<br>Wipers and washers. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | More useable storage compartments and front view cameras plus lane change drift warnings..waive foot under back to activate lift gate...open back window without opening lift gate.. |
| **What has Chrysler done right?** | Many things... I love my Grand Cheerokee overland. |

| Glove box is difficult to open/close | |
|---|---|
| **Additional Comments:** | You just adapt and don't try to put much in it.. |
| **Please indicate which of the following best describes your concern (check all that apply):** | It doesn't hold much and you have to be sure everything is just right to get it to close. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate why the glove box is difficult to open/close (check all that apply):** | Doesn't latch well if things aren't arranged perfectly<br>See above |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Interior Trim/Storage/Windows. |

| Operation and Functionality | |
|---|---|
| **Operation and Functionality** | Glove box is difficult to open/close. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Reverse-Camera | |
|---|---|
| **Reverse-Camera** | Reverse-camera works properly, but difficult to understand/use; controls in a poor location. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | It scares the life out of me and slows rapidly when someone is in the left turn lane stopping. It thinks I am about to hit them.. |

| Reverse-camera works properly, but difficult to understand/use; controls in a poor location | |
|---|---|
| **Additional Comments:** | Would be nice if could be turned / stay on when not in reverse.. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Wipers and washers | |
|---|---|
| **Wipers and washers** | Rain sensing wiper controls work properly, but difficult to understand/use; in a poor location. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG3FC6[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 10/14/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6277420286 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K279463445 | |
| ***Color*** | PEP | DEEP AUBURN PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 281652307 | ***Report Version*** | 5 | ***Open Date*** | 12/08/2014 |
| ***Close Date*** | 12/19/2014 | ***Narrative Date*** | 12/26/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Features/Controls/Displays. |

### Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Additional Comments:** | I don't like it. |
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | It is annoying! I know how to drive. |

### Displays and Instruments

| | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM6EC4[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/30/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C329312915 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M329370578 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 281652703 | ***Report Version*** | 5 | ***Open Date*** | 12/09/2014 |
| ***Close Date*** | 12/20/2014 | ***Narrative Date*** | 12/26/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Heated seat temperature cannot be maintained

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | in all conditions |
| **Please indicate which seat has trouble (check all that apply):** | Front passenger seat.<br>Driver's seat. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **Please tell us your cell phone model** | Iphone 5 |
| **Please choose your cell phone brand** | Apple. |
| **Please choose your cell phone carrier** | AT&T Mobile. |

### Reverse-camera is broken/not working

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate what type of trouble was experienced with the reverse-camera (check all that apply):** | Blue screen<br>Broken and blurry screen. |
| **Please describe conditions when this trouble occurs:** | Happens in all conditions |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

### Seat will not heat enough/at all/fast enough

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which seat has trouble (check all that apply):** | Driver's seat.<br>Front passenger seat. |
| **Please describe conditions when this trouble occurs:** | during all conditions |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Seats.<br>Features/Controls/Displays. |

### Overview

| | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |

| Overview | |
|---|---|
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | I do not have confidence that the vehicle was built properly given the difficulties I have had with the car. Should Chrysler prove to me the problems are fixable or can be improved in future models I will reconsider. |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Text messaging broken/not working | |
|---|---|
| **Do you have the Uconnect Access free form speech option?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe the trouble you experienced (check all that apply):** | Text is not displayed on screen. |
| **Did this trouble occur after starting the vehicle?** | Yes. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Uconnect Access Application.<br>Owner Connect Website.<br>Uconnect Store. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Please describe when this trouble occurs:** | When entering a number.<br>When stating a name. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which words, if any, are constantly misrecognized:** | Numbers and names from the phone book. |

| Hands-Free Phone / Bluetooth system phonebook does not work correctly | |
|---|---|
| **How many contacts do you have in your phone?** | 25-499. |
| **Did you refer to the voice tutorial, phone tutorial and voice training when experiencing hands-free phone/Bluetooth system issues?** | I did, but it didn't address all my questions. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Owner connect website dashboard is difficult to understand/use | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Learn & Use section documentation was unclear and/or insufficient. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system phonebook does not work correctly.<br>Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Please describe when this trouble occurs:** | When entering information.<br>When stating a name. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Engages when nobody is in front of me |

| Features and Controls | |
|---|---|
| **Features and Controls** | Reverse-Camera. |

| Reverse-Camera | |
|---|---|
| **Reverse-Camera** | Reverse-camera is broken/not working. |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Seat heater is broken/not working. |

| Seat heater is broken/not working | |
|---|---|
| **Seat heater is broken/not working** | Seat will not heat enough/at all/fast enough.<br>Heated seat temperature cannot be maintained. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging broken/not working. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

| Owner Connect Website | |
|---|---|
| **Owner Connect Website** | Owner connect website dashboard is difficult to understand/use. |

| Uconnect Store | |
|---|---|
| **Uconnect Store** | Uconnect store works but is difficult to understand/use. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM3EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/24/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C037301415 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M282320832 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 280811419 | ***Report Version*** | 5 | ***Open Date*** | 12/15/2014 |
| ***Close Date*** | 12/15/2014 | ***Narrative Date*** | 12/22/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

| **Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location** | |
|---|---|
| **Additional Comments:** | System is too sensitive |

| **About You** | |
|---|---|
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2002.<br>Jeep.<br>Liberty. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |

| **Vehicle Satisfaction Ratings** | |
|---|---|
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Clarity of sound** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Location and usefulness of interior lighting** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Ease of using system displays while driving** | 2. |
| **Integration with media players** | 3. |
| **Support for popular music/video formats** | 3. |
| **Interior noise level while driving** | 3. |
| **Engine performance during acceleration** | 3. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Engine exhaust sound** | 4. |
| **Steering wheel adjustment** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Engine sound** | 3. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ease of getting into and out of vehicle** | 4. |
| **Safety and visibility while driving** | 4. |
| **Fuel economy and driving range** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Ride quality** | 5. |

| Overview | |
|---|---|
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Did you review the Owner's Information DVD?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |

| Voice Activation System works properly, but difficult to understand/use; controls in a poor location | |
|---|---|
| **Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):** | accidental activation while turning steering wheel |
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

| Voice Activation System | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Voice Activiation System. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT4E[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/28/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6028410954 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M022489467 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 281192529 | ***Report Version*** | 5 | ***Open Date*** | 12/17/2014 |
| ***Close Date*** | 12/17/2014 | ***Narrative Date*** | 12/24/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Paint blemish/dirt in paint/foreign material under surface

| | |
|---|---|
| **Additional Comments:** | Asked dealer to fix. Said it was factory defect and it was not fixable. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate the location of the paint issue (check all that apply):** | Different color round blotch |

### Overview

| | |
|---|---|
| **Was there information needed that was not included in the User Guide?** | CD |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | Some info on CD. All should be in manual |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Did you review the Printed User Guide?** | Yes. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Dealer close to my work told me to take it to where I bought it<br>Dealer I bought it from was nice but unhelpful |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Did you review the Owner's Information DVD?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Please explain further about your choice to recommend your vehicle:** | Too many small problems. Too much of a hassle to make it right. |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Was the trouble resolved to your satisfaction?** | No. |

### Reverse-camera is broken/not working

| | |
|---|---|
| **Additional Comments:** | Dealer said it was out of their hands. It is operating as designed |
| **Please indicate what type of trouble was experienced with the reverse-camera (check all that apply):** | Bad quality image. Image flickers in most light conditions |
| **Please describe conditions when this trouble occurs:** | always |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

### Detail on Low Rated Items

| | |
|---|---|
| **You rated vehicle storage and space usage Low. Use this space to provide any specific comments you would like to share.** | Not a lot of utility compartment |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Gave jeep three times to fix. Will trade in when possible and go back to ford |
| **You rated your attitude overall towards your new car Low. Use this space to provide any specific comments you would like to share.** | Was excited to get my first new car. Had way too many issues |
| **You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.** | Said the would fix my concerns but just juggled me around till I gave up |
| **You rated seat adjustment and comfort Low. Use this space to provide any specific comments you would like to share.** | Seats get uncomfortable quickly. It could be the angle to the floor and pedals |
| **You rated steering and handling (responsiveness, stability) Low. Use this space to provide any specific comments you would like to share.** | Poor performance. |

| Paint is uneven: has sags, runs, overspray, thin spots, etc. | |
|---|---|
| **Additional Comments:** | Paint has fish eyes and trash in paint. Wheel finish was scratchy looking. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Seat material concerns | |
|---|---|
| **Additional Comments:** | Seats uncomfortable. Too hard it poor shape. Could be angle of pedals or floor board. Driver fatuige after one hour |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Seat material trouble is:** | Seat cover wear. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Reverse-camera works properly, but difficult to understand/use; controls in a poor location | |
|---|---|
| **Additional Comments:** | Should be able to turn on camera at will to help giude while maneuvering forward and back in tight areas |

| Visible rust/corrosion | |
|---|---|
| **Additional Comments:** | Use better quality materials or protectant |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate the location of the rust/corrosion (check all that apply):** | Bolts nuts of suspension have visible rust |

| Steering system/wheel is misaligned/not centered | |
|---|---|
| **Additional Comments:** | Was told to drive it and it would fix itself |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Bend in metal at rear corner of window<br>Chrome unaligned Door unaligned<br>Uneaven<br>Chrome unaligned Door unaligned<br>Chrome unaligned Door unaligned<br>Chrome unaligned Door unaligned<br>Uneaven. Large gap at top<br>Headlights not centers evenly |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is poorly aligned or fitted. |
| **Additional Comments:** | Was at the darler three times. I finally just gave up on having a good quality new vehicle. |

| Glove box has gaps/poor fit | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe in the box below where on the glove box the trouble with excessive gaps/poor fit of materials is located:** | Uneven fit |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Steering and handling (responsiveness, stability)** | 1. |
| **Appearance of exterior paint** | 3. |
| **Ease of getting into and out of vehicle** | 3. |
| **Interior noise level while driving** | 3. |
| **Engine sound** | 3. |
| **Navigation system route accuracy** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **What are your favorite parts of your new vehicle?** | it looks amazing |
| **Seat adjustment and comfort** | 1. |
| **What is your attitude overall towards the BRAND of your new car?** | 2. |
| **Headlight illumination/performance during night-time driving** | 3. |
| **Steering wheel adjustment** | 3. |
| **Integration with phones** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 1. |
| **Exterior design and appearance (overall impression)** | 2. |
| **Interior comfort, design and appearance of interior (overall impression)** | 2. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Ride quality** | 2. |
| **Head/leg/foot room** | 3. |
| **Brake responsiveness/effort** | 3. |
| **Integration with media players** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Clarity of sound** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | seats not comfortable |
| **Vehicle storage and space usage** | 1. |
| **How was your purchasing experience (the dealer/dealership)?** | 1. |
| **What is your attitude overall towards your new car?** | 1. |
| **How do you feel about the durability of your new vehicle?** | 2. |
| **Engine exhaust sound** | 3. |
| **Support for popular music/video formats** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Ease of using system displays while driving** | 5. |

| About You | |
|---|---|
| **Please tell us about the vehicle you replaced (if applicable)** | 1997.<br>Ford.<br>Explorer.<br>Replaced Vehicle: Purchased Used. |
| **Dealership treatment** | 3. |
| **Vehicle performance** | 5. |
| **Primary vehicle you were considering:** | Ford. |
| **What price did you pay for your vehicle?** | over 50k |
| **Convenience of dealership location** | 3. |
| **Vehicle quality** | 5. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Financing options** | 2. |
| **Price** | 3. |

| About You | |
|---|---|
| **Ability to test drive** | 3. |
| **Vehicle fuel economy** | 3. |
| **Vehicle availability** | 2. |
| **Trade-in allowance** | 4. |
| **Vehicle styling** | 5. |
| **Is this your first new vehicle ever purchased / leased?** | Yes. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Body panels/doors misaligned/excessive gaps/poor fit. |
| | Exterior moldings/trim pieces loose/misaligned/falling off. |
| | Paint blemish/dirt in paint/foreign material under surface. |
| | Visible rust/corrosion. |
| | Paint is uneven: has sags, runs, overspray, thin spots, etc.. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |
| | Clock works properly, but is difficult to understand/use; controls/displays are in a poor location. |

| Body panels/doors misaligned/excessive gaps/poor fit | |
|---|---|
| **Please indicate the location of the trouble (check all that apply):** | Large gap |
| | Uneven |
| | Uneven |
| | Uneven |
| | Loose |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Additional Comments:** | Dissatisfied with fittment and quality |

| Seat material is sagging/loose/parting seams | |
|---|---|
| **Please indicate which seat is sagging/loose/parting seams (check all that apply)** | Driver's side rear seat. |
| | Front passenger seat. |
| | Passenger's side rear seat. |
| | Leather stretched too easy |
| | Center rear seat (if equipped). |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Hesitation or delay when shifting between gears. |
| | Shift between gears is rough/harsh under normal driving conditions. |

| Steering wheel vibrates excessively while driving | |
|---|---|
| **Steering wheel vibration trouble occurs during these speeds (check all that apply):** | Shakes |
| **Vibration is:** | Severe. |
| **Steering wheel vibration trouble occurs during these road conditions (check all that apply):** | All road conditions. |
| | Clear/dry road conditions. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | Dealer blamed tired and road. |

| Appearance | |
|---|---|
| **Appearance** | Instrument panel/dashboard has gaps/poor fit. |
| | Glove box has gaps/poor fit. |
| | Center console has gaps/poor fit. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Seat Material | |
|---|---|
| **Seat Material** | Seat material concerns. |

| Seat Material | |
|---|---|
| | Seat material is sagging/loose/parting seams. |

| Steering and Handling | |
|---|---|
| **Steering and Handling** | Steering system/wheel is misaligned/not centered. |
| | Vehicle pulls noticeably to the left/right. |
| | Steering wheel vibrates excessively while driving. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain. |
| | Features/Controls/Displays. |
| | Interior Trim/Storage/Windows. |
| | Steering, Handling, and Ride. |
| | Off-Road. |
| | Vehicle Exterior. |
| | Brake System. |
| | Other. |
| | Seats. |

| Active suspension system is broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | at normal ride hight |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Additional Comments:** | Alignment is poor. Dealer said it was in spec even though I stated poor drivability. When in off road II mode suspension makes loud clunck over bumps |
| **Please describe the trouble experienced with the active suspension system:** | alignment changes with ride hight. poor handling |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Instrument panel/dashboard has gaps/poor fit | |
|---|---|
| **Please describe in the box below where on the instrument panel/dashboard the trouble with excessive gaps/poor fit of materials is located:** | Interior has poor fittment |
| **Additional Comments:** | Dealer said what do I expect coming from detroit |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Strut problem/shock absorber problem | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Vibrates on highway |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | Took to dealer 3 times. Gave me excuses saying it was the road. I even bought new tires. It helpd but steering wheel still vibrates and shakes on highway |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Vehicle pulls noticeably to the left/right | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Trouble occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **Trouble occurs while traveling at these speeds (check all that apply):** | Wants to turn into turns too soon |
| | Does not follow embankments well. Always having to fight to stay in lane. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Additional Comments:** | Dealer tried to alighn multiple times. Said it was in spec even tho I was not happy with handling |
| **What direction does the vehicle pull when driving?** | Both Left and Right - Varies with conditions. |
| **Vehicle pull is:** | Severe. |

| Active Suspension System | |
|---|---|
| **Active Suspension System** | Active suspension system is broken/not working. |
| | Active suspension system works but is difficult to understand/use. |

| Features and Controls |
|---|

| Features and Controls | |
|---|---|
| **Features and Controls** | Adjustable Height Control.<br>Reverse-Camera.<br>Active Suspension System. |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Uncomfortable shifting at slower speeds |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | Feels like driving a manual |

| Clock works properly, but is difficult to understand/use; controls/displays are in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Needs date. Not three compasses |

| Lumbar support adjustment controls are difficult to understand/use | |
|---|---|
| **Please indicate which type of seat controls are difficult to understand/use (check all that apply):** | Placement of seat height too close to other controls. In easy to use. |
| **Please indicate which seat's controls are difficult to understand/use (check all that apply):** | Controls too close togrther<br>Controls too close together |
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | Controls are not easy to reach. |
| **Additional Comments:** | Seat memory buttons bad location. Gets hit with knee |

| Reverse-Camera | |
|---|---|
| **Reverse-Camera** | Reverse-camera works properly, but difficult to understand/use; controls in a poor location.<br>Reverse-camera is broken/not working. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Goes off when not needed occasionally. |

| Ride | |
|---|---|
| **Ride** | Strut problem/shock absorber problem. |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Height adjustment controls are difficult to understand/use.<br>Lumbar support adjustment controls are difficult to understand/use.<br>Memory Seat controls are difficult to understand/use; in a poor location. |

| Other | |
|---|---|
| **Please describe the other trouble you experienced:** | Screen image should be changable. Don't like the dried mud. Assumed it was customizable like most other new vehicles |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Better quality control. |
| **What has Chrysler done right?** | Looks good from far away |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG1FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 10/17/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6279421033 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K285463068 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 281192547 | ***Report Version*** | 5 | ***Open Date*** | 12/17/2014 |
| ***Close Date*** | 12/17/2014 | ***Narrative Date*** | 12/24/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Exterior design and appearance (overall impression)** | 3. |
| **Interior noise level while driving** | 4. |
| **Ease of getting into and out of vehicle** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What are your favorite parts of your new vehicle?** | the smell..overall it is really good. |
| **Fuel economy and driving range** | 2. |
| **Appearance of exterior paint** | 4. |
| **Ride quality** | 4. |
| **Support for popular music/video formats** | 5. |
| **Safety and visibility while driving** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Driver's seat, power/gas mileage, transmission gear changes |
| **Seat adjustment and comfort** | 1. |
| **Rear view styling (rear fascia, bumper)** | 3. |
| **Engine sound** | 3. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Clarity of sound** | 5. |
| **Navigation system route accuracy** | 5. |
| **Steering wheel adjustment** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Ease of using system displays while driving** | 3. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 3. |
| **Interior comfort, design and appearance of interior (overall impression)** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |

### About You

## About You

| | |
|---|---|
| **Vehicle styling** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Secondary vehicle in your household:** | Acura.<br>1997.<br>CL. |
| **Primary vehicle you were considering:** | Cayenne.<br>2014.<br>Porsche.<br>Primary Considered Vehicle: New. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Convenience of dealership location** | 1. |
| **Financing options** | 1. |
| **What price did you pay for your vehicle?** | 49,185 less disc |
| **Secondary vehicle you were considering:** | 1997.<br>Acura.<br>CL. |
| **Primary vehicle in your household:** | 1997.<br>Acura.<br>CL. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your occupation.** | Executive / Managerial. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership.<br>Research online. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Imagine of driving a porsche |
| **Ability to test drive** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **How may children 17 or under live in your household?** | 3-4. |
| **Price** | 4. |
| **Vehicle performance** | 4. |
| **Vehicle fuel economy** | 4. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your ethnicity** | [redacted]. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Lifestyle.<br>Value for the money.<br>Features/Capabilities.<br>Manufacturer?s website. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased Used.<br>1997.<br>ES 350.<br>Lexus. |
| **Vehicle availability** | 1. |
| **Trade-in allowance** | 1. |
| **Dealership treatment** | 1. |
| **Vehicle quality** | 4. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Urban. |

## Shift between gears is rough/harsh under normal driving conditions

| | |
|---|---|
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | City driving/stop-and-go traffic.<br>Coasting (no gas pedal applied).<br>Normal acceleration.<br>While driving on level roads.<br>Deceleration. |
| **Please describe conditions when this trouble occurs:** | shifts perfectly with hard/firm acceration. Slow veh speeds shift hard. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 2nd Gear. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Additional Comments:** | Not a big deal. But 1st to 2nd is the biggest issue, and then some down shifts. |

| Slips/will not engage gear properly/shifts erratically | |
|---|---|
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Coasting (no gas pedal applied).<br>While driving on level roads. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Additional Comments:** | The transmission is a lot better than my LR4. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Going into which gear/gears does the trouble occur? (check all that apply):** | 2nd Gear. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much effort/force to operate.<br>Controls are not easy to reach.<br>Controls require too much attention (must take eyes off the road) to operate. |
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which heating, ventilation and air conditioning controls are difficult to understand/use; are in a poor location (check all that apply):** | Mode control (vent, heat, defrost, etc.). |
| **Additional Comments:** | Too many buttons to push to get to the button u want. Idea: have several programmable 1 touch buttons. Can change them based on personal preference and the season. |

| Height adjustment is broken/not working | |
|---|---|
| **Please indicate which seat has trouble (check all that apply):** | Driver's seat. |
| **Seat with trouble has:** | Power adjustment controls. |
| **Please describe conditions when this trouble occurs:** | See previous note |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Interior Climate Control.<br>Transmission and Drivetrain.<br>Seats. |

| Exterior light controls broken/not working | |
|---|---|
| **Please indicate which exterior light control feature is broken/not working properly (check all that apply):** | Hi-beam switch. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe conditions when this trouble occurs:** | Hi beams often stay on - doesn't detect oncoming car lights. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Light switches/controls.<br>Wipers and washers. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Wipers and washers | |
|---|---|
| **Wipers and washers** | Rain sensing wipers are broken/not working properly. |

| Rain sensing wipers are broken/not working properly |
|---|

| Rain sensing wipers are broken/not working properly | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | Has trouble sensing rain. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate what type of trouble was experienced with the rain sensing wipers (check all that apply):** | Rain sensing wipers do not swipe often enough. |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | no issues |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | Function commands are a little cumbersome, and driver's seat is uncomfortable. Otherwise, it's great! |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | I did review the options, but I have not downloaded any aps. I do sync my phone w the jeep. |
| **Was there information needed that was not included in the User Guide?** | it's fine |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Improve gas mileage and/or power. V6 is slow considering the poor fuel economy. Cannot touch the stated mileage on the window sticker. |
| **What has Chrysler done right?** | I own 2 wranglers now ('08 rubicon & '15 sahara) and a jeep grand cherokee. Just sold my '12 wrangler rubicon. I love jeeps - press on! |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Push yourself w the jeep gc modification. I am ready for another one. |
| **You rated seat adjustment and comfort Low. Use this space to provide any specific comments you would like to share.** | The position of the seat bottom causes back irritation. BMW x5 is the same way. copy land rover LR4. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | SOMETIMES, the Jeep will apply brakes severly when I still have ample time to stop. |
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Other (please describe). |

| Recliner adjustment is broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | The seat portion of the seat needs the ability to be flat - see LR4 Landrover seat |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | My wife drives the LR4. Copy those seats. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate which seat has trouble (check all that apply):** | Driver's seat. |

| Hesitation or delay when shifting between gears | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 2nd Gear. |
| **Additional Comments:** | Getting tired of answering questions, so my responses are sparse. |

| Detail on High Rated Items | |
|---|---|
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | Overall - style is a little dated. Porsche Cayenne exterior seems more modern. |

| Controls and Switches | |
|---|---|
| **Controls and Switches** | Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located. |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Height adjustment is broken/not working.<br>Recliner adjustment is broken/not working. |

| Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location. |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much effort/force to operate.<br>Controls are not easy to reach.<br>Controls require too much attention (must take eyes off the road) to operate. |
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Additional Comments:** | See previous comment |
| **Please indicate which heating, ventilation and air conditioning controls are difficult to understand/use; are in a poor location (check all that apply):** | Mode control (vent, heat, defrost, etc.). |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions.<br>Slips/will not engage gear properly/shifts erratically.<br>Hesitation or delay when shifting between gears. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Light switches/controls | |
|---|---|
| **Light switches/controls** | Exterior light controls broken/not working. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT5EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/20/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6016410540 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M014485222 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted]8 | ***System Key*** | 281869789 | ***Report Version*** | 5 | ***Open Date*** | 12/22/2014 |
| ***Close Date*** | 12/22/2014 | ***Narrative Date*** | 12/29/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | ACC is TOO QUICK to stop at times. Car to front is turning off and ACC slams on brakes. |
| **Support for popular music/video formats** | 3. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Integration with phones** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine exhaust sound** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Climate control operation (function and ease of use)** | 3. |
| **Fuel economy and driving range** | 4. |
| **Clarity of sound** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Engine sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **What are your favorite parts of your new vehicle?** | NAV, ACC, LIGHTS |
| **Integration with media players** | 3. |
| **Ease of using system displays while driving** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

## What Can We Do Better?

| | |
|---|---|
| **What has Chrysler done right?** | Great line of vehicles! |
| **Feedback/Concerns:** | I WISH the Jeep Wrangler Rubicon would come with the same NAV and Adaptive Cruise Control as my Summit!!! NAV in Rubicon is too cheap looking after my Summit!!! |

## Detail on High Rated Items

| | |
|---|---|
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | Upon purchase the headliner and sunroom assembly had to be replaced due to bad alignment during manufacturering. |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | Very very quiet! |
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | What used, excellent. |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | Engine noise / exhause sound is POWER!!! |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | EXCELLENT DEALERSHIP!!! HIGHLY RECOMMENDED!! I have purchased over 15 cars in 22 years from same dealership! |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | I mean this in a GOOD way! The engine noise is POWER!!! |
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | Really like when vehicle lowers at park. |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | Wish Lumbar would reset automatically. Wife likes pumped all the way and i want very little. |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | Cover over back window makes cleaning top of back window very hard to clean. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | I want to purchase a Wrangler Rubicon but it MUST have the same or better NAV and ACC just as my Summit! Current NAV is very poor compared to my summit and the Rubicon does not come with ACC. |

## About You

| | |
|---|---|
| **Secondary vehicle in your household:** | 2004.<br>Secondary Household Vehicle: Purchased Used.<br>Corvette.<br>Chevrolet. |
| **Primary vehicle in your household:** | 2012.<br>Ram.<br>1500.<br>Primary Household Vehicle: Purchased New. |
| **Trade-in allowance** | 3. |
| **Ability to test drive** | 5. |
| **Vehicle performance** | 5. |
| **Please tell us about the vehicle you replaced (if applicable)** | Elantra.<br>Replaced Vehicle: Purchased New.<br>Hyundai.<br>2013. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **When considering this vehicle** | Visit the dealership.<br>Test drive the vehicle. |
| **Vehicle availability** | 5. |
| **Vehicle quality** | 5. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: New. |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Price** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Vehicle fuel economy** | 3. |
| **Convenience of dealership location** | 5. |
| **Please indicate your occupation.** | Armed Services. |
| **What price did you pay for your vehicle?** | 50000 |

| About You | |
|---|---|
| **Financing options** | 3. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Dealership treatment** | 5. |
| **Vehicle styling** | 5. |
| **Please indicate the primary driver's age.** | [redacted]. |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Which of the following best describes the area you live in?** | Urban. |

| Overview | |
|---|---|
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Please explain further about your choice to recommend your vehicle:** | I have 2 Jeeps and both are GREAT! |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone only. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Did you review the Owner's Information DVD?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | No. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Wheel flare pulled away, tape not holding. |
| **Additional Comments:** | New part had to be painted. Installed, and paint was chipped. Had to paint 2nd time. |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is poorly aligned or fitted. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 2015 / 2016 Wrangler Rubicon. I plan to purchase in 1 or 2 years. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Vehicle Exterior. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT5EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/27/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6280311282 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M272351043 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 282861142 | ***Report Version*** | 5 | ***Open Date*** | 12/31/2014 |
| ***Close Date*** | 12/31/2014 | ***Narrative Date*** | 01/07/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Brake responsiveness/effort** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **Climate control operation (function and ease of use)** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | gas mileage, ease of getting in and out (I am short) |
| **Interior noise level while driving** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **What are your favorite parts of your new vehicle?** | heated steering wheel, heated seats, |
| **Fuel economy and driving range** | 1. |
| **Ease of getting into and out of vehicle** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

## About You

| | |
|---|---|
| **Primary vehicle you were considering:** | Durango.<br>Dodge.<br>2014.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Lifestyle.<br>Features/Capabilities. |
| **What is your current marital status?** | Single / never married. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **Please indicate the primary driver's age.** | [redacted]. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **Please indicate your occupation.** | Health Care. |
| **Please tell us about the vehicle you replaced (if applicable)** | Patriot.<br>Jeep.<br>2011. |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Trade-in allowance** | 2. |
| **Financing options** | 4. |
| **What is your total household income (before taxes)?** | $80,000 - $99,999. |
| **Price** | 5. |
| **Ability to test drive** | 5. |
| **Vehicle quality** | 5. |
| **Vehicle fuel economy** | 5. |
| **What is your primary language?** | English. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Convenience of dealership location** | 1. |
| **Vehicle availability** | 2. |
| **Vehicle styling** | 4. |
| **Dealership treatment** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your highest education level** | DVM, professional |

## Overview

| | |
|---|---|
| **Did you review the Printed User Guide?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **If our team has any additional questions about your responses, would you accept further contact?** | No. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |

## Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | The car brakes when there is no danger of collision, when using cruise control |

## Welcome

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/22/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C113306641 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M286356777 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 282936441 | ***Report Version*** | 5 | ***Open Date*** | 01/01/2015 |
| ***Close Date*** | 01/01/2015 | ***Narrative Date*** | 01/08/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Please indicate the primary driver's age.** | [redacted]. |
| **Secondary vehicle you were considering:** | Acadia.<br>GMC.<br>Secondary Considered Vehicle: New.<br>2014. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Edmunds.<br>Features/Capabilities.<br>Internet research.<br>Manufacturer?s website.<br>Vehicle test drive.<br>Advertisements.<br>Recommendations from friends or family.<br>Dealership information.<br>Lifestyle.<br>On-Line blogs or forums. |
| **What is your primary language?** | English. |
| **Please indicate your occupation.** | Factory Worker. |
| **Please indicate your highest education level** | High school degree / GED. |
| **When considering this vehicle** | Interact with dealership by email.<br>Interact with dealership by phone.<br>Research online.<br>Test drive the vehicle.<br>Visit the dealership. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased New.<br>2013.<br>Explorer.<br>Ford. |
| **Which of the following best describes the area you live in?** | Urban. |
| **Trade-in allowance** | 1. |
| **Vehicle availability** | 4. |
| **Ability to test drive** | 5. |
| **Vehicle quality** | 5. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | fuel economy |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **Dealership treatment** | 3. |
| **Vehicle performance** | 5. |
| **Vehicle fuel economy** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Primary vehicle you were considering:** | Explorer.<br>2014.<br>Ford.<br>Primary Considered Vehicle: New. |

## About You

| | |
|---|---|
| **Primary vehicle in your household:** | Ford.<br>Primary Household Vehicle: Purchased New.<br>2014.<br>Super Duty F-250. |
| **Vehicle styling** | 5. |
| **What year were you born?** | 1[redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **What price did you pay for your vehicle?** | $54,000 |
| **How may children 17 or under live in your household?** | 0. |
| **Price** | 3. |
| **Convenience of dealership location** | 4. |
| **Financing options** | 4. |
| **Please indicate your occupation status.** | Employed. |

## Overview

| | |
|---|---|
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Was there information needed that was not included in the User Guide?** | DEF capacity, troubleshooting, cleaning ACC/FCW sensor |
| **Please explain further about your choice to recommend your vehicle:** | Our new Grand Cherokee is by far the most luxurious vehicle we've ever purchased. |
| **DVD format is easy to understand and use** | 5 (strongly agree). |
| **Information on the DVD is easy to find and access** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the DVD** | 5 (very satisfied). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | show more capacities, troubleshooting |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Which feature or section of the Printed User Guide did you find least helpful and why?** | no troubleshooting |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Which feature or section of the Printed User Guide did you find most helpful and why?** | using controls-(steering wheel, Uconnect, ect.) |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

## Detail on High Rated Items

| | |
|---|---|
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | actually haven't used this support all that much yet |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Interior quietness |

| Other | |
|---|---|
| **Please describe the other trouble you experienced:** | adaptive cruise control and forward collision warning won't stay on even after cleaning the sensor |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | happens in all conditions |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Built an awesome vehicle in the Grand Cherokee |
| **Feedback/Concerns:** | Power adjustable pedals |

| Vehicle Satisfaction Ratings | |
|---|---|
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | power adjustable pedals |
| **What are your favorite parts of your new vehicle?** | quietness, fuel economy, interior appointments |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Other. |

| Contact Me |
|---|

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/25/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6017310676 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M352208550 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 4[redacted] | ***System Key*** | 283160495 | ***Report Version*** | 5 | ***Open Date*** | 01/03/2015 |
| ***Close Date*** | 01/03/2015 | ***Narrative Date*** | 01/09/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Detail on Low Rated Items

| | |
|---|---|
| **You rated climate control operation (function and ease of use) Low. Use this space to provide any specific comments you would like to share.** | Add hard buttons for seat heating and cooling functions and for air conditioning modes. |
| **You rated your feelings about the durability of your new vehicle Low. Use this space to provide any specific comments you would like to share.** | Quality is low. |
| **You rated overall audio, entertainment, and navigation system impression Low. Use this space to provide any specific comments you would like to share.** | Locks up, text entry is slow, incorrect POI's and routing. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Quality, same problems for all three JGC's I have owned |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.** | Gear selector is crap. I often miss gears when going from park to reverse or drive, etc. |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **If known, please tell us your software version** | Android 4.4.2 |
| **Please tell us your cell phone model** | Galaxy S4 |
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Samsung. |

### What Can We Do Better?

| | |
|---|---|
| **Feedback/Concerns:** | Quality is low. I have owned three JGC Summits and will not buy another JGC POS. They all have had major quality and recall issues. In addition, if I pay over $50k for a JGC, I should have a free loaner Jeep whenever my JGC is in for warranty repairs. |
| **What has Chrysler done right?** | The feature set and value of the JGC is great. Too bad it is marred by major quality and recall issues. |

### Rain sensing wipers are broken/not working properly

| | |
|---|---|
| **Additional Comments:** | Rain sensing wipers not sensitive enough |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate what type of trouble was experienced with the rain sensing wipers (check all that apply):** | Rain sensing wipers do not swipe often enough. |

### Text messaging broken/not working

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Random |
| **Did this trouble occur after starting the vehicle?** | Yes. |
| **Please describe the trouble you experienced (check all that apply):** | Text audio playback does not pronounce text correctly.<br>Does not display all text messages from phone<br>Unable to receive audible notifications. |
| **Do you have the Uconnect Access free form speech option?** | Yes. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### Voice Recognition Quick Tips Booklet does not list enough detailed commands

| | |
|---|---|
| **Please list additional useful commands:** | Should list all commands |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Text entry is slow |

| About You | |
|---|---|
| **What price did you pay for your vehicle?** | Too much |
| **Vehicle availability** | 3. |
| **Dealership treatment** | 3. |
| **Vehicle quality** | 3. |
| **Vehicle styling** | 3. |
| **Please indicate your ethnicity** | [redacted] |
| **Primary vehicle in your household:** | CTS-V Coupe.<br>Primary Household Vehicle: Purchased New. |
| **When considering this vehicle** | Research online.<br>Visit the dealership.<br>Interact with dealership by email. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: New.<br>X6.<br>2014.<br>BMW. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2011.<br>Grand Cherokee.<br>Replaced Vehicle: Purchased New.<br>Jeep. |
| **Secondary vehicle in your household:** | 2011.<br>Cadillac.<br>CTS-V Coupe.<br>Secondary Household Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | 2014.<br>Primary Considered Vehicle: New.<br>Range Rover Sport.<br>Land Rover. |
| **Convenience of dealership location** | 3. |
| **Financing options** | 3. |
| **Please indicate your occupation status.** | Employed. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Please indicate your gender** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **What is your current marital status?** | [redacted]. |
| **How may children 17 or under live in your household?** | 0. |
| **Ability to test drive** | 3. |
| **Vehicle performance** | 3. |
| **Vehicle fuel economy** | 3. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Lifestyle.<br>Price/Purchase Terms/Financing.<br>Value for the money.<br>Manufacturer?s website.<br>Previous experience with the vehicle/brand.<br>Edmunds.<br>Features/Capabilities.<br>Internet research.<br>Automotive magazines. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your occupation.** | Executive / Managerial. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **Trade-in allowance** | 3. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Price** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |

| Interior materials soils/scuffs too easily |
|---|

| Interior materials soils/scuffs too easily | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe in the box below which material(s) have trouble with soiling/scuffing too easily:** | All plastic surfaces |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Seat Squeak/Rattle | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Trouble occurs under these surface conditions (check all that apply):** | Bumpy or uneven surface. |
| | Downhill. |
| | Sideslope. |
| | Level Ground. |
| | Uphill. |
| **Please indicate which seat has a squeak/rattle (check all that apply):** | Seat back squeaks when I lean forward or back |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Seat Squeak/Rattle** | Seat Squeak/Rattle. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Climate control operation (function and ease of use)** | 1. |
| **Integration with phones** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Seat adjustment and comfort** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Engine sound** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Increase quality |
| **Navigation system route accuracy** | 2. |
| **Location and usefulness of interior lighting** | 3. |
| **Steering and handling (responsiveness, stability)** | 3. |
| **Engine performance during acceleration** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Engine exhaust sound** | 5. |
| **What are your favorite parts of your new vehicle?** | Value and performance |
| **Overall audio, entertainment, and navigation system impression** | 1. |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **What is your attitude overall towards your new car?** | 2. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Clarity of sound** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 1. |
| **How do you feel about the durability of your new vehicle?** | 1. |
| **Fuel economy and driving range** | 2. |
| **Integration with media players** | 3. |
| **Appearance of exterior paint** | 4. |
| **Interior noise level while driving** | 4. |
| **Safety and visibility while driving** | 4. |
| **Support for popular music/video formats** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ride quality** | 5. |

| Overview | |
|---|---|
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Information on the DVD is easy to find and access** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | All three JGC's I have owned have had major problems. I will not buy another JGC POS. |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the DVD** | 3 (neither satisfied nor dissatisfied). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **DVD format is easy to understand and use** | 3 (neither agree nor disagree). |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Active Suspension System. |
| | Adjustable Height Control. |
| | Cruise control system. |
| | Sunroof/moonroof controls. |
| | Reverse-Camera. |
| | Wipers and washers. |

| Head restraint adjuster is broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate which seat head restraint has trouble (check all that apply):** | Forward/back head restraint adjustment is too loose and can be moved if I lean my head back, please increase adjustment friction |
| | Forward/back head restraint adjustment is too loose and can be moved if I lean my head back, please increase adjustment friction |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Rear cargo shelf/cargo cover has gaps/poor fit | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe in the box below where on the rear cargo shelf/cargo cover the trouble with excessive gaps/poor fit of materials is located:** | All three JGC's I have owned have had the rear cover handle screws break through the plastic. Please increase the material in the screw area to reinforce the plastic. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Cruise control system is broken/not working |
|---|

| Cruise control system is broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | I.e. car in right or left turn lanes and I am in a driving lane<br>Adaptive Cruise Control (ACC) allows too much distance between vehicles. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **Connection problem happens on:** | Bluetooth connection between cell phone and the radio. |
| **Lost connection problem happens when:** | Other: Please describe when this trouble occurs. |
| **Additional Comments:** | Loses connection to phone randomly, when phone not in use |
| **Were you in the middle of a call?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Is there more than one phone paired to the vehicle?** | No. |

| Fuel consumption is worse than expected | |
|---|---|
| **Where do you do most of your driving?** | Combination of city/highway driving. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | Yes. |
| **What type of fuel do you most often put into your vehicle?** | Premium gasoline. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Seats.<br>Engine.<br>Interior Trim/Storage/Windows.<br>Steering, Handling, and Ride.<br>Features/Controls/Displays.<br>Interior Climate Control.<br>Brake System. |

| Engine Fuel Consumption | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Rear Cargo Shelf/Cargo Cover is difficult to use | |
|---|---|
| **Please indicate why the rear cargo shelf/cargo cover is difficult to use (check all that apply):** | Difficult to line up both sides at the same time.<br>Difficult to line up both sides at the same time. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Appearance | |
|---|---|
| **Appearance** | Interior materials soils/scuffs too easily.<br>Rear cargo shelf/cargo cover has gaps/poor fit. |

| Remote vehicle start is broken/not working | |
|---|---|
| **How long was your vehicle parked before activating the remote vehicle start?** | Less than 1 week. |
| **Please indicate which method was used for remote vehicle start (check all that apply):** | Remote vehicle start on phone. |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | Map is missing information.<br>Map contains incorrect information.<br>Navigation system provides wrong directions. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Navigation system has incorrect information.<br>Navigation system is missing information. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| | Navigation system gives wrong directions. |

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | Navigation system slow in searches and delay showing alpha characters in location text entry |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Via Mobile broken/not working | |
|---|---|
| **Are there multiple users on this account?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Do other functions of the radio not work when Via Mobile is on?** | No. |
| **Did you receive a pop-up message?** | No. |
| **Please indicate which feature(s) of Via Mobile are broken/not working (check all that apply):** | iHeartRadio. |
| **Please describe the trouble you experienced:** | Rarely connects to live internet radio stations |

| Excessive oil consumption | |
|---|---|
| **If there is visible smoke (gray/blue-gray color) coming from the exhaust pipe, please indicate the driving condition when the smoke appears (check all that apply only if smoke is visible):** | At start-up<br>Acceleration/driving uphill (engine under load). |
| **If there is visible smoke (gray/blue-gray color) coming from the exhaust pipe, please indicate the engine temperature condition when the smoke appears (check all that apply only if smoke is visible):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **About how far can the vehicle be driven before it is low 1 quart of oil?** | More than 1,500 miles. |

| SD media slot is broken/not working | |
|---|---|
| **Where is the location of the media port?** | In center compartment, difficult to access<br>Center console. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe the trouble you experienced (check all that apply):** | does not alwas recognize SD card |

| Windshield wipers/washers broken/not working properly | |
|---|---|
| **Please indicate what type of trouble was experienced with the windshield wipers/washers (check all that apply):** | Washer fluid runoff covers top of front door windows blocking vision of mirrors, etc.<br>Leaves a wide streak in diver's line of vision |
| **Please indicate which feature of the windshield wiper/washer system is broken/not working properly (check all that apply):** | Leaves a wide streak in diver's line of vision |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Additional Comments:** | Rain sensing wipers not sensitive enough |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Reverse-camera is broken/not working | |
|---|---|
| **Please indicate what type of trouble was experienced with the reverse-camera (check all that apply):** | Image is jerky and poor color tones |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Engine makes abnormal/excessive noises | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Premium gasoline. |
| **Engine noise occurs while vehicle is (check all that apply):** | Random |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Engine noise sounds like (check all that apply):** | Air conditioner clutch grinds intermittently |
| **Engine noise occurs after vehicle is started at:** | Random |
| **Engine noise occurs (check all that apply):** | Random |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |

| Operation and Functionality |
|---|
| |

| Operation and Functionality | |
|---|---|
| **Operation and Functionality** | Rear Cargo Shelf/Cargo Cover is difficult to use. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Remote Features.<br>Search Engine.<br>Uconnect Access Application. |

| SD media slot issues | |
|---|---|
| **SD media slot issues** | SD media slot is broken/not working. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use.<br>Text messaging broken/not working. |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe the other trouble you experienced:** | Bring back hard buttons for seat heating and cooling |

| Rear cargo shelf/cargo cover is broken/damaged/torn | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe in the box below where on the rear cargo shelf/cargo cover the trouble with broken/damaged/torn materials is located:** | All three JGC's I have owned have had the rear cover handle screws break through the plastic. Please increase the material in the screw area to reinforce the plastic. |

| Engine Noise (abnormal) | |
|---|---|
| **Engine Noise (abnormal)** | Engine makes abnormal/excessive noises. |

| Engine Fluids (leaks, excessive oil consumption) | |
|---|---|
| **Engine Fluids (leaks, excessive oil consumption)** | Excessive oil consumption. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front Screen Display: Other Concerns.<br>Front seat audio/entertainment/navigation controls/menus broken/not working.<br>Hard controls/menus: Front Screen Display is broken/not working. |

| Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | text entry slow to show all alpha characters and entry is slow<br>Bring back hard buttons |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Difficulty accessing Points of Interest.<br>Navigation system works, but traffic information doesn?t work / or is difficult to understand.<br>Points of Interest incorrect.<br>Navigation system freezes-up/will not work. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe when this trouble occurs:** | When stating a name.<br>When entering information.<br>When there is outside noise or the blower is on. |

| Hard controls/menus: Front Screen Display is broken/not working |
|---|

| Hard controls/menus: Front Screen Display is broken/not working | |
|---|---|
| **Please indicate your concern with front screen display (check all that apply):** | Locks up |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | Driver's seat cooling does not always display setting on screen button |
| **Please describe conditions when this trouble occurs:** | random |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display is broken/not working.<br>Touchscreen Controls/Menu: Front Screen Display: Other Concerns.<br>Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working. |

| Navigation system freezes-up/will not work | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Recognition Quick Tips Booklet does not list enough detailed commands.<br>Voice Activation / Recognition doesn't recognize command.<br>Voice Recognition Quick Tips Booklet is not helpful, or is difficult to use. |

| Cruise control system | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system loses connection. |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Head restraint adjuster is broken/not working. |

| Touchscreen Controls/Menu: Front Screen Display is broken/not working | |
|---|---|
| **Please indicate your concern with front screen display (check all that apply):** | Locks up |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Via Mobile | |
|---|---|
| **Via Mobile** | Via Mobile broken/not working. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

| Navigation system works, but traffic information doesn.t work / or is difficult to understand | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | Takes too long to load traffic |

| Wipers and washers | |
|---|---|
| **Wipers and washers** | Rain sensing wipers are broken/not working properly.<br>Windshield wipers/washers broken/not working properly. |

| Broken/Damaged | |
|---|---|
| **Broken/Damaged** | Rear cargo shelf/cargo cover is broken/damaged/torn. |

| Remote Features | |
|---|---|
| **Remote Features** | Remote vehicle start is broken/not working. |

| Reverse-Camera | |
|---|---|
| **Reverse-Camera** | Reverse-camera is broken/not working. |

| Media | |
|---|---|
| **Media** | SD media slot issues. |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| | Difficult to use. |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | |
| **Please describe the trouble you experienced (check all that apply):** | wrong pronunciations |

| Voice Recognition Quick Tips Booklet is not helpful, or is difficult to use | |
|---|---|
| **Please explain further why the booklet is unhelpful or difficult to use:** | Should list all commands |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECG0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | |
| ***Built Date*** | 03/29/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6058321419 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K087363398 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 283463900 | ***Report Version*** | 5 | ***Open Date*** | 01/06/2015 |
| ***Close Date*** | 01/06/2015 | ***Narrative Date*** | 01/13/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Steering wheel vibrates excessively while driving

| | |
|---|---|
| **Additional Comments:** | Dealer tried to address by rebalancing tires but issue was not resolved until I brought a technical service bulletin to their attention that called for replacing front wheel bearings. Issue has now been resolved. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Vibration is:** | Moderate. |
| **Steering wheel vibration trouble occurs during these road conditions (check all that apply):** | All road conditions. |
| **Steering wheel vibration trouble occurs during these speeds (check all that apply):** | Vibration occurred between 65 and 70 mph. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

### Shifts at wrong times

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Lag in downshift during hard acceleration. Very noticeable, maybe a couple of seconds. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Hard acceleration. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | Not sure. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |

### Water leaks into vehicle

| | |
|---|---|
| **Additional Comments:** | On second try dealer traced the trouble to a crimped drain line and repaired. No problems since |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate the location of the water leak (check all that apply):** | Occurred when vehicle was new. Water leaked in through various vents and roof console. |
| **Water leaks into vehicle** | Water leaks into vehicle. |
| **Please describe conditions when this trouble occurs:** | Anytime it rained |

### About You

| | |
|---|---|
| **How may children 17 or under live in your household?** | 0. |
| **Financing options** | 2. |
| **Primary vehicle you were considering:** | 2013.<br>Explorer.<br>Ford.<br>Primary Considered Vehicle: New. |
| **Please indicate your occupation.** | Executive / Managerial. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | On-Line blogs or forums.<br>Features/Capabilities. |

## About You

| | |
|---|---|
| | Price/Purchase Terms/Financing. |
| | Value for the money. |
| | Vehicle test drive. |
| | Dealer/Salesperson interaction. |
| **When considering this vehicle** | Visit the dealership. |
| | Interact with dealership by phone. |
| | Research online. |
| | Interact with dealership by email. |
| | Test drive the vehicle. |
| **What year were you born?** | 1953 |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Vehicle fuel economy** | 4. |
| **Price** | 5. |
| **Ability to test drive** | 5. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **Please tell us about the vehicle you replaced (if applicable)** | Lincoln. |
| | Aviator. |
| | Replaced Vehicle: Purchased New. |
| | 2003. |
| **Please indicate your gender** | [redacted] |
| **Trade-in allowance** | 1. |
| **Secondary vehicle in your household:** | 2013. |
| | Lexus. |
| | RX 350. |
| | Secondary Household Vehicle: Purchased New. |
| **Convenience of dealership location** | 3. |
| **Vehicle availability** | 4. |
| **Vehicle styling** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Vehicle quality** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Dealership treatment** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **What price did you pay for your vehicle?** | $43,000 |

## Shift between gears is rough/harsh under normal driving conditions

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 2nd Gear. |
| | 3rd Gear. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Hard acceleration. |
| | Deceleration. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Additional Comments:** | I was experiencing moderately rough upshifts and lags in downshifts during hard acceleration. At about 9000 miles the transmission would not shift from Park to Reverse or Drive and ultimately the transmission was replaced in Nov. 2013. Since then it has been upshifting very smoothly. The only issue I encounter is the lag in downshifting when hard accelerating. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **Engine sound** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Support for popular music/video formats** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Safety and visibility while driving** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | More power, transmission downshift, brighter headlights and easier to use navigation |
| **What are your favorite parts of your new vehicle?** | Style, value, technology |
| **Engine performance during acceleration** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Climate control operation (function and ease of use)** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Navigation system route accuracy** | 3. |
| **Headlight illumination/performance during night-time driving** | 3. |
| **Clarity of sound** | 4. |
| **Integration with media players** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Air conditioner never gets cold enough. |

| Automatic high-beam headlights broken/not working | |
|---|---|
| **Please indicate the trouble experienced with the automatic high-beam headlights (check all that apply):** | High beams turn off when there is no oncoming car. Seem to react to street lighting or other sources. |
| **Please describe conditions when this trouble occurs:** | Occurs frequently enough that I turn off the automatic feature. |

| Overview | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |

| Overview | |
|---|---|
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Ancira CJD, San Antonio, Texas. While I have been pleased with service , I would think the service advisors should be more knowlegeable of service bulletins, need for software updates. I usually need to point these out to them. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Really rely on owner forums like Jeep Garage to find out issues other owners are having with vehicle. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shifts at wrong times. |
| | Shift between gears is rough/harsh under normal driving conditions. |

| Air conditioner never gets cold enough | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | I think the issue relates to low air flow for back seat passengers. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):** | Outside temperature over 90? F. |
| **Please describe conditions when this trouble occurs:** | Primarily an issue for passengers in the back seat. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Vehicle Exterior. |
| | Interior Climate Control. |
| | Transmission and Drivetrain. |
| | Engine. |
| | Steering, Handling, and Ride. |

| Detail on High Rated Items | |
|---|---|
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | Collision avoidance sometimes applies brake warning in inappropriate situations. |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | Great internet buying experience. Most pleasant and hassle free car buying experience I've ever had. Took about 15 minutes to order car and agree on price. Did it over the phone and confirmed by email. Outstanding. River Oaks CJD in Houston, Texas. |
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | Touch screen and configurable options. Navigation still a little clunky. |
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | Voice recognition commands very accurate, dialing from contact list. Text feature for iPhone doesn't work. |

| Engine power is less than expected | |
|---|---|
| **Trouble occurs while vehicle is (check all that apply):** | Accelerating. |
| | Freeway/highway driving. |
| | While towing. |
| | Going up an incline. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Additional Comments:** | The base v-6 is a very good engine. However, I would like the vehicle is heavy and I would like it to have more power in the base engine so it wasn't necessary to order a V-8. Maybe 10 -15% more horsepower. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?** | Yes. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Great design and value for price. |
| **Feedback/Concerns:** | Better dealer service experiences (more like Lexus), particularly with need to update technology on vehicles. |

| Headlights not bright enough | |
|---|---|
| **Additional Comments:** | Headlights not as bright as I would like. |

| Engine Power | |
|---|---|
| **Engine power** | Engine power is less than expected. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Steering and Handling | |
|---|---|
| **Steering and Handling** | Steering wheel vibrates excessively while driving. |

| Lights | |
|---|---|
| **Lights** | Automatic high-beam headlights broken/not working.<br>Headlights not bright enough. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Improve dealer service experience to be more like Lexus. Service advisers don't consistently seem current on need for software updates and technical service bulletins. I have to do too much homework before the visit. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ7EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/27/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6033310298 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M015350230 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 283463902 | ***Report Version*** | 5 | ***Open Date*** | 01/06/2015 |
| ***Close Date*** | 01/06/2015 | ***Narrative Date*** | 01/13/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Contact Me

| | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

### Automatic high-beam headlights broken/not working

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | All the time. |
| **Please indicate the trouble experienced with the automatic high-beam headlights (check all that apply):** | Thy just stopped working. |

### About You

| | |
|---|---|
| **Vehicle availability** | 1. |
| **Trade-in allowance** | 1. |
| **Dealership treatment** | 1. |
| **Vehicle styling** | 1. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Automotive magazines.<br>Features/Capabilities.<br>Image that the vehicle portrays.<br>Vehicle test drive. |
| **What is your primary language?** | English. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Cherokee 4WD.<br>Replaced Vehicle: Purchased New. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **How may children 17 or under live in your household?** | 0. |
| **Price** | 1. |
| **Vehicle performance** | 1. |
| **Primary vehicle you were considering:** | M-Class.<br>2014.<br>Mercedes-Benz.<br>Primary Considered Vehicle: New. |
| **Please indicate your occupation.** | Sales Work. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership.<br>Research online. |
| **Ability to test drive** | 1. |
| **Vehicle quality** | 1. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your ethnicity** | [redacted] |
| **What price did you pay for your vehicle?** | $70000 |
| **What year were you born?** | 1969 |
| **Convenience of dealership location** | 1. |
| **Financing options** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 10-12 mpg. |
| **Please indicate your occupation status.** | Employed. |

| About You | |
|---|---|
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Fuel economy and driving range** | 2. |
| **Difficult driving conditions (adverse weather, off-road)** | 2. |
| **Integration with media players** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **What are your favorite parts of your new vehicle?** | Appearance and engine |
| **Overall audio, entertainment, and navigation system impression** | 1. |
| **Climate control operation (function and ease of use)** | 2. |
| **What is your attitude overall towards your new car?** | 2. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **How do you feel about the durability of your new vehicle?** | 2. |
| **Navigation system route accuracy** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Integration with phones** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Headlight illumination/performance during night-time driving** | 2. |
| **Support for popular music/video formats** | 3. |
| **Clarity of sound** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine exhaust sound** | 5. |

| Overview | |
|---|---|
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Did you review the Owner's Information DVD?** | No. |
| **Did you review the Printed User Guide?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| | Road and Track. |

| Overview | |
|---|---|
| **Which automotive publications do you subscribe to? (check all that apply)** | Car and Driver. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | I have take vehicle to multiple dealerships to fix audio malfunctions. 6x to be exact. They cannot duplicate and refuse to replace system |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

| Lights | |
|---|---|
| **Lights** | Automatic high-beam headlights broken/not working. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is loose. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Rear wheel well keeps popping off. Had it fixed once. Problem has reoccurred |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Interior Climate Control.<br>Interior Trim/Storage/Windows.<br>Vehicle Exterior. |

| Liftgate | |
|---|---|
| **Liftgate** | Liftgate is difficult to open/close. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 5,000-6,999. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | When I bring a $70000 vehicle in 6x because the audio is malfunctioning, I expect it to be fixed. I've had other issues as well with jeep service depts. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/24/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C038417866 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M092421603 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 283694220 | ***Report Version*** | 5 | ***Open Date*** | 01/08/2015 |
| ***Close Date*** | 01/08/2015 | ***Narrative Date*** | 01/15/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **Please choose your cell phone brand** | Samsung. |
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please tell us your cell phone model** | S5 |

### Hard controls/menus: Front Screen Display: Other Concerns

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe the other trouble you experienced:** | Needs heads up display |
| **Additional Comments:** | Steering wheel is large clustered with many controls, hard to see display if wheel turned more than 45 degrees, especially parking sensor indication, put into heads up display would make this much easier to see |

### Features and Controls

| | |
|---|---|
| **Features and Controls** | Wipers and washers. |

### Welcome

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

### Overview

| | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Did you review the Printed User Guide?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **The Smartphone Application format is easy to understand and use** | 2 (disagree). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Information in the Smartphone Application is easy to find and access** | 2 (disagree). |
| **Smartphone Application covers the necessary features** | 2 (disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 2 (dissatisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

### Contact Me

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Collision avoidance, leather seat cracking, rattle in sun roof rails |

### Vehicle Satisfaction Ratings

| Vehicle Satisfaction Ratings | |
|---|---|
| **Integration with phones** | 3. |
| **Integration with media players** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Clarity of sound** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Support for popular music/video formats** | 4. |
| **Appearance of exterior paint** | 4. |
| **Fuel economy and driving range** | 4. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Rear view styling (rear fascia, bumper)** | 2. |
| **Engine sound** | 2. |
| **Vehicle storage and space usage** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Brake responsiveness/effort** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Head/leg/foot room** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **Engine exhaust sound** | 2. |
| **Ease of getting into and out of vehicle** | 3. |
| **Interior noise level while driving** | 3. |
| **Navigation system route accuracy** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Engine performance during acceleration** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Controls are difficult to understand.<br>Doesn't work consistently |

| About You | |
|---|---|
| **Please indicate your highest education level** | Graduate degree. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **What price did you pay for your vehicle?** | $50000 |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **What is your primary language?** | English. |
| **Please indicate your occupation.** | [redacted]. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2013.<br>XJ.<br>Jaguar.<br>Replaced Vehicle: Purchased New. |

| About You | |
|---|---|
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Overall electronics very intuitive and well thought out |
| **Feedback/Concerns:** | Rattle in rails of sun roof, seats leather is cracking! |

| Uconnect Access instructions are unclear | |
|---|---|
| **Please describe conditions when this trouble occurs:** | See previous |
| **Additional Comments:** | Should connect automatically if this was last media input after starting, defaults to last radio channel |

| Via Mobile works properly, but is difficult to understand/use | |
|---|---|
| **Additional Comments:** | Uconnect doesn't connect every time, aha radio often times out. New apps hard to add |
| **Please indicate which feature(s) of Via Mobile are difficult to understand/use (check all that apply):** | Aha. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Rear window wiper/washer controls work properly, but difficult to understand/use; in poor location | |
|---|---|
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much attention (must take eyes off the road) to operate.<br>Controls are not easy to reach. |
| **Please indicate difficulty/trouble with rear window wiper/washer (check all that apply):** | Window wiper control in poor location. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location. |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please describe the trouble you experienced (check all that apply):** | Should be all vr, not a touch screen input |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Other.<br>Entertainment/Navigation System/Connectivity. |

| Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Can't see because steering wheel blocks visual input |
| **Please indicate which feature's controls are difficult to understand/use (check all that apply):** | Windshield wipers. |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls are not easy to reach. |
| **Please indicate which feature's controls are in a poor location (check all that apply):** | Windshield wipers. |

| Wipers and washers | |
|---|---|
| **Wipers and washers** | Rear window wiper/washer controls work properly, but difficult to understand/use; in poor location.<br>Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location. |

| Other | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Text Messaging |
|---|

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

| Uconnect Access Application | |
|---|---|
| **Uconnect Access Application** | Uconnect Access instructions are unclear. |

| Media | |
|---|---|
| **Media** | AUX input issues. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front Screen Display: Other Concerns. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Uconnect Access Application. |

| Via Mobile | |
|---|---|
| **Via Mobile** | Via Mobile works properly, but is difficult to understand/use. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT6EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/14/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6059310651 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M034359616 | |
| ***Color*** | PGZ | BLACK FOREST GREEN PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted]4 | ***System Key*** | 283812470 | ***Report Version*** | 5 | ***Open Date*** | 01/09/2015 |
| ***Close Date*** | 01/09/2015 | ***Narrative Date*** | 01/16/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Navigation system works, but missing information; has incorrect information; gives wrong directions

| | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | it is often wrong<br>it gives incorrect directions<br>Navigation system gives wrong directions. |
| **Please indicate which navigation system item has trouble (check all that apply):** | it often goes in a big circle...it tells me to get off at wrong exits so as to get me places as the crow flies rather than what makes sense in a driving way. It is much worse than my previous Garmin. |

### Entertainment/Navigation System/Connectivity>Navigation System>

| | |
|---|---|
| **Navigation System** | Navigation system works, but traffic information doesn?t work / or is difficult to understand.<br>Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Points of Interest incorrect. |

### Hands-Free Phone / Bluetooth system voice activation doesnt recognize command

| | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Please describe when this trouble occurs:** | always. it is worse when there is outside noise...but my google voice works regardless. I use voice activation on my phone all the time while driving. I just cant get the car to voice activate so I hardly try to use it anymore...it never worked.<br>When entering a number.<br>When stating a name. |
| **Please indicate which words, if any, are constantly misrecognized:** | most words are not recognized, it has rendered this part of the car unusable. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What button did you use?** | steering wheel button |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Other.<br>Entertainment/Navigation System/Connectivity.<br>Seats.<br>Vehicle Exterior.<br>Interior Climate Control. |

### Heating, ventilation and air conditioning doesnt maintain desired temperature

| | |
|---|---|
| **Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):** | Outside temperature between 60 and 69 degrees.<br>Outside temperature between 80 and 89 degrees.<br>Outside temperature between 40 and 49 degrees.<br>Outside temperature between 50 and 59 degrees.<br>Outside temperature between 90 and 100 degrees.<br>Filtered sun (light/partial clouds, light haze/fog).<br>This car has a very weak HVAC system compared to my 2006 grand cherokee limited.<br>Its worse in bright sun<br>still a problem even is shade.<br>of course, this needs extra time. but in comparison to my last jeep (same model, just older) it is much weaker. |

## Heating, ventilation and air conditioning doesnt maintain desired temperature

| | |
|---|---|
| **At what internal temperature does the setting no longer maintain desired temperature (check all that apply):** | I keep it set around 68 but if I need heat I have to go up to 74 or 75 on drivers side and 70 at least on passenger side...and recirculate. at the same time, my left leg and feet are cold.<br>when its very hot out, its hard to get the a/c to work properly. this has been a problem since I got the car. the a/c is just not very strong. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which HVAC zone does not maintain desired temperature (check all that apply):** | Front HVAC. |

## About You

| | |
|---|---|
| **Which, if any, influenced your purchase decision? (check all that apply):** | Previous experience with the vehicle/brand.<br>Vehicle test drive.<br>Automotive magazines.<br>Consumer Reports ratings.<br>Features/Capabilities.<br>Manufacturer?s website.<br>Recommendations from friends or family.<br>Lifestyle.<br>Price/Purchase Terms/Financing.<br>Dealer/Salesperson interaction.<br>Dealership information.<br>On-Line blogs or forums. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>Grand Cherokee.<br>2014.<br>Jeep. |
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **Convenience of dealership location** | 3. |
| **Vehicle styling** | 4. |
| **Vehicle quality** | 5. |
| **What is your primary language?** | English. |
| **When considering this vehicle** | Interact with dealership by email.<br>Interact with dealership by phone.<br>Research online.<br>Visit the dealership.<br>Test drive the vehicle. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Replaced Vehicle: Purchased New.<br>2006.<br>Grand Cherokee. |
| **Primary vehicle you were considering:** | Jeep.<br>2014.<br>Grand Cherokee.<br>Primary Considered Vehicle: New. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your occupation.** | Other. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Rural. |
| **Vehicle availability** | 3. |
| **Price** | 4. |
| **Ability to test drive** | 5. |
| **Vehicle performance** | 5. |
| **Vehicle fuel economy** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **What year were you born?** | [redacted] |
| **What price did you pay for your vehicle?** | approx 52,000 |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased New. |

## About You

| | |
|---|---|
| | Toyota. |
| | 2006. |
| | Matrix. |
| **What is your current marital status?** | [redacted]. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Dealership treatment** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Trade-in allowance** | 2. |
| **Financing options** | 3. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | I got the higher level one at the urging of my father, but in retrospect it may have been a mistake because of the issues that continue with this vehicle. |
| **Secondary vehicle you were considering:** | 2014. |
| | Honda. |
| | Pilot. |
| | Secondary Considered Vehicle: New. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |

## Seat Material

| | |
|---|---|
| **Seat Material** | Seat material soils/scuffs easily. |
| | Seat material concerns. |
| | Seat material is sagging/loose/parting seams. |

## Navigation system works, but traffic information doesn.t work / or is difficult to understand

| | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | It just doesn't tell me abotu traffic issues. |

## Voice Activation / Recognition doesnt recognize command

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What button did you use?** | steering wheel |
| **Please describe when this trouble occurs:** | yes. |
| | yes I wait for the beep. Ive read the user guide |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

## Seat material concerns

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate which seat has trouble with its material (check all that apply):** | Front passenger seat. |
| | Driver's seat. |
| | Passenger's side rear seat. |
| **Additional Comments:** | This material is super delicate and not suitable for seats in a jeep (or any other car IMO) I have been quoted over a grand to fix the tear in the rear passenger seat. |
| **Please describe conditions when this trouble occurs:** | normal use |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Seat material trouble is:** | Seat cover wear. |

## Heater takes too long to get hot

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate typical weather conditions when heater trouble occurs (check all that apply):** | All weather conditions. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

## Fan/blower makes excessive noise

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when the fan/blower noise occurs (check all that apply):** | At medium fan speeds. |
| | At high fan speeds. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe the fan/blower noise (check all that apply):** | when on any level below the first 2 bars its very loud. |

| Heater never gets hot enough | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate typical weather conditions when heater trouble occurs (check all that apply):** | if its cold and heat is needed. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Detail on Low Rated Items | |
|---|---|
| **You rated interior noise level while driving Low. Use this space to provide any specific comments you would like to share.** | it is loud in the car. wind sounds and fan sounds are what come to mind. the engine of jeeps are loud, so I am not talking about that. I am used to driving a jeep so I know what to expect, and this was an upgrade for me and I expected better ride and lower noise levels. |
| **You rated navigation system route accuracy Low. Use this space to provide any specific comments you would like to share.** | it is inexcusable that a car of this level has such a poor navigation system. It is just often incorrect. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | I am very troubled with the seat fabric, the sensor malfunctions, the constant recalls and lack of part availability, and the weakness of the HVAC system. |

| Antennas have corrosion | |
|---|---|
| **Please describe the trouble you experienced:** | my antenna has a dent in it. I am not sure how that got there. I have showed this to the service people. I am concerned that it has effected connectivity, but I do get sirius XM. I am not sure if thats the same network. |

| Front heating, ventilation and air conditioning vents are broken/not working | |
|---|---|
| **Additional Comments:** | the HVAC system in this jeep is not as strong as the one in my previous jeep. when I drive in cold weather also my left leg and feet are very cold as if the vents on the drivers side by the door are not working...but also even though its set for feet, it doesnt seem to work well. I use the recirculate button to boost it, but this should not be necessary. |
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | heat does not get hot enough....takea a long time. A/c was never cold enough. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | the things discussed in this survey |
| **Overall audio, entertainment, and navigation system impression** | 2. |
| **What is your attitude overall towards your new car?** | 3. |
| **Integration with phones** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Head/leg/foot room** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Navigation system route accuracy** | 1. |
| **How do you feel about the durability of your new vehicle?** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Steering wheel adjustment** | 3. |
| **Engine exhaust sound** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Ease of using system displays while driving** | 2. |
| **Clarity of sound** | 3. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Safety and visibility while driving** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Engine performance during acceleration** | 4. |
| **Fuel economy and driving range** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **What are your favorite parts of your new vehicle?** | I love jeeps and how they drive and how they feel. |
| **Interior noise level while driving** | 1. |
| **Seat adjustment and comfort** | 2. |
| **Climate control operation (function and ease of use)** | 2. |
| **Support for popular music/video formats** | 3. |
| **Ease of getting into and out of vehicle** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Integration with media players** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |

| Seat will not heat enough/at all/fast enough | |
|---|---|
| **Please describe conditions when this trouble occurs:** | when its very cold out. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please indicate which seat has trouble (check all that apply):** | I do not ride in this seat so I dont know. |
| | it seems to lose heat after a little while. |
| **Additional Comments:** | It was summer when I got the car. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Antennas | |
|---|---|
| **Antennas** | Antennas have corrosion. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Front heating, ventilation and air conditioning vents are broken/not working. |
| | Heater never gets hot enough. |
| | Heating, ventilation and air conditioning doesn't maintain desired temperature. |
| | Heater takes too long to get hot. |
| | Air conditioner never gets cold enough. |
| | Fan/blower makes excessive noise. |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Memory Seat controls are broken/not working. |
| | Memory Seat controls are difficult to understand/use; in a poor location. |
| | Seat heater is broken/not working. |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Ihave had to have the screen console replaced and also there have been numerous recalls on this vehicle. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Please explain further about your choice to recommend your vehicle:** | The seats are made of a weak leather. the HVAC system is weak. the sensors malfunction all the time. there have been numerous recalls and chrysler doesnt even have the parts to fix the problems. when the airbag unit was recalled they put me in a rental car. this is just not acceptable. it is |

| Overview | |
|---|---|
| | taking a lot of my time and i have issues that have to be addressed and I live with them because I am so busy...I dont have the time for all of this. |
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Did you review the Printed User Guide?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **If known, please tell us your software version** | newest |
| **Please tell us your cell phone model** | note 4 |
| **Please choose your cell phone brand** | Samsung. |

| Air conditioner never gets cold enough | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):** | All weather conditions.<br>Bright sun. |
| **Please describe conditions when this trouble occurs:** | it never worked as I was used to...and it takes quite a while to get going. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Seat material soils/scuffs easily | |
|---|---|
| **Additional Comments:** | The seat material is way way too sensitive in normal use. I have a tear in the back seat and scratches all over. I have sagging from normal use of getting in and out of the car. |
| **Please indicate the trouble you experienced with the seat material (check all that apply):** | stretched from normal use of getting in and out of the car...littlest scratch is apparent<br>this leather may be important for the higher level of car, but its not suitable for a jeep. It soils and breaks and sags easily<br>very very thin leater has already been torn. |

| Seat material is sagging/loose/parting seams | |
|---|---|
| **Please indicate which seat is sagging/loose/parting seams (check all that apply)** | normal use<br>sagging and finish looks like its very old. this is normal use. I had a jeep previously with leather...this is a bad choice of seat material.<br>tear here. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.<br>Hands-Free Phone / Bluetooth system phonebook does not work correctly. |

| Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | this is about the bavigaiton system which I covered |

| Memory Seat controls are broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | I dont know how to set this though I have tried. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Detail on High Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | if the fuel estimates are correct, then they far exceed my expectations for a car this size, but I have been too busy to sit down and figure it out to check. |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | My salesman has been great. i see him often and he is just a great salesman. |

| Memory Seat controls are difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use.<br>Difficult to understand. |

| Heated seat temperature cannot be maintained | |
|---|---|
| **Please indicate which seat has trouble (check all that apply):** | if its very cold out, the seat temp cannot be maintained. |
| **Please describe conditions when this trouble occurs:** | very cold out. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working.<br>Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location. |

| Seat heater is broken/not working | |
|---|---|
| **Seat heater is broken/not working** | Heated seat temperature cannot be maintained.<br>Seat will not heat enough/at all/fast enough. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Other | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please describe conditions when this trouble occurs:** | I believe that its the sensors...the car feels that I am too close to the car ahead and alarms. The windshield wipers dont go on. |
| **Please describe the other trouble you experienced:** | computer problems persist. The brake warning goes off all the time, the windshield wiper automatic sensor does not work. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | It drives great and fuel economy continues to improve. It just takes a lot of time to deal with the ongoing problems. |
| **Feedback/Concerns:** | Ongoing recalls and the quality of the seat fabric, HVAC system and sensors are my problems. |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | recalls. safety of the vehicle in light of the parts not available. extended warranty. what is chrysler going to do about the issues discussed here. |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Points of Interest incorrect | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | when you spell out something like "starbucks" it returns no hits. impossible.I usually use my phone for this info. it was on my preious Garmin. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECT2E[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | |
| ***Built Date*** | 03/11/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6053310740 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M052374608 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 283812637 | ***Report Version*** | 5 | ***Open Date*** | 01/10/2015 |
| ***Close Date*** | 01/10/2015 | ***Narrative Date*** | 01/16/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What price did you pay for your vehicle?** | 55,000 |
| **How may children 17 or under live in your household?** | 0. |
| **Financing options** | 2. |
| **Please indicate the primary driver's age.** | [redacted]. |
| **Vehicle performance** | 5. |
| **Please tell us about the vehicle you replaced (if applicable)** | Acura.<br>TSX.<br>2012.<br>Replaced Vehicle: Purchased New. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: New.<br>X5.<br>2013.<br>BMW. |
| **Please indicate your occupation.** | Professional Specialty. |
| **Vehicle fuel economy** | 2. |
| **Primary vehicle in your household:** | 2014.<br>Cadillac.<br>Primary Household Vehicle: Purchased New.<br>XTS. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **What is your current marital status?** | Partnered. Gay. Seriously it is 2014 update your choices. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **Convenience of dealership location** | 5. |
| **Please indicate your highest education level** | 2 year college degree. |
| **Vehicle availability** | 5. |
| **Trade-in allowance** | 5. |
| **Dealership treatment** | 5. |
| **Vehicle quality** | 5. |
| **Vehicle styling** | 5. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Value for the money. |
| **Price** | 5. |
| **Ability to test drive** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Urban. |

### Detail on High Rated Items

| | |
|---|---|
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | I'm tall and the steering wheel extends far. |

| Detail on High Rated Items | |
|---|---|
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | I'm tall. It is the right height for entering and exiting. |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | The V8 is fast. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **What are your favorite parts of your new vehicle?** | remote start with automatic seat warmers/coolers |
| **Ease of using system displays while driving** | 3. |
| **Interior noise level while driving** | 3. |
| **Fuel economy and driving range** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **Climate control operation (function and ease of use)** | 2. |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | add front parking sensors. auto locks when walking away. hands free rear door unlocking. adaptive cruise could have less aggressive breaking. |
| **Integration with media players** | 4. |
| **Support for popular music/video formats** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Clarity of sound** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Brake responsiveness/effort** | 5. |

| Overview | |
|---|---|
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **DVD format is easy to understand and use** | 5 (strongly agree). |
| **Information on the DVD is easy to find and access** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| Overview | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Please explain further about your choice to recommend your vehicle:** | I like most of the quality. I am just tired of the recalls. |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the DVD** | 5 (very satisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Motor Trend. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone only. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please tell us your cell phone model** | 6 |
| **Please choose your cell phone brand** | Apple. |

| Text messaging broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Did this trouble occur after starting the vehicle?** | Yes. |
| **Do you have the Uconnect Access free form speech option?** | No. |
| **Please describe the trouble you experienced (check all that apply):** | Voice recognition playback does not work. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | When stating a name. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What button did you use?** | Steering Wheel Button |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Stylish. Fast and luxury. |

| Seat Squeak/Rattle | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | hear it constantly at low speeds |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which seat has a squeak/rattle (check all that apply):** | Passenger's side rear seat. |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Seat Squeak/Rattle** | Seat Squeak/Rattle. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Seats. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging broken/not working. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT2FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 09/16/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6226411267 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M218467078 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 283895626 | ***Report Version*** | 5 | ***Open Date*** | 01/12/2015 |
| ***Close Date*** | 01/12/2015 | ***Narrative Date*** | 01/19/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What year were you born?** | [redacted] |
| **Please tell us about the vehicle you replaced (if applicable)** | 2011.<br>Replaced Vehicle: Purchased New.<br>Jeep. |
| **Vehicle styling** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Vehicle availability** | 5. |
| **Vehicle quality** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **When considering this vehicle** | Interact with dealership by email. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Financing options** | 4. |
| **Convenience of dealership location** | 5. |
| **Please indicate your gender** | [redacted]. |
| **Please indicate your occupation.** | Sales Work. |
| **What price did you pay for your vehicle?** | 34,xxx |

### Front doors are difficult to open/close

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | all weather conditions, all times day/night |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which door is difficult to open/close (check all that apply):** | again, mainly when closing the door, the door is always ajar - doesn't close easily |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | It could be they are just a different type of door mechanism - But, this is my fourth Jeep, and I have not had it happen this early. The older they get, it's happened before where the doors seem a bit hyperextended and they don't fully close. |

### Detail on Low Rated Items

| | |
|---|---|
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.** | I do not like the gear selector...do not like it at all. It doesn't shift into gears easily - Neutral seems to be the gear I hit the most...going to Drive, or back to park...just do not like it at all. |

### Excessive wind noise

| | |
|---|---|
| **Additional Comments:** | I'm in the car a LOT...I use it for work, and drive everyday - it doesn't occur everyday, and I can't recall if it was because it was windy or not. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### Detail on High Rated Items

| | |
|---|---|
| **You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.** | Nice advancement to the Nav system - accuracy/tone of.<br>I love how the Jeep looks over competition |

| Detail on High Rated Items | |
|---|---|
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | Can't go wrong with Black...I wasn't a fan of the "black/blue" or the "black/green" colors |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | I appreciated the Sales manager reaching out to me to find a vehicle. I have been dealing with the same dealership for my past 3 vehicles. I would like to think my business to them means something - in a world of convenience, where loyalty falls by the wayside. |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | I have been a Jeep fan for many years...They have made a quality product. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Interior noise level while driving** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Engine exhaust sound** | 4. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Steering wheel adjustment** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | gear shifter, climate control |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 1. |
| **Ease of using system displays while driving** | 3. |
| **Climate control operation (function and ease of use)** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Head/leg/foot room** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **What are your favorite parts of your new vehicle?** | clarity of bluetooth, dashboard, no gas cap! |

| Rear side doors are difficult to open/close | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | They seem to have the same problem as the front doors - just don't fully close without force |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Vehicle Exterior. |

| Front Doors | |
|---|---|
| **Front Doors** | Front doors are difficult to open/close. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Light switches/controls. |

| Overview | |
|---|---|
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

| Overview | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | I am very pleased overall with the Jeep brand. I know with newer vehicles (models) there are some issues. Again, I drive for my work, and I am in the car A LOT...which gives me time to listen and know what sounds my car makes, and if it has "glitches". The Brake sensor was another thing that came on, without reason, and there was a sound of the air suspension inflating/deflating - it was very loud. |

| Engine cranks too long before starting | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Approximately how long does it take for the engine to finally start?** | 1 to 5 seconds. |
| **Please indicate when the starting trouble occurs:** | Seems to just start harder than when it's a hot condition |
| **Additional Comments:** | My 2011 Jeep had this issue towards the end, where it would not start...and I notice some hesitation with this '15 Jeep. Not all the time, but some sounds are different |

| Exterior light controls broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which exterior light control feature is broken/not working properly (check all that apply):** | automatic hi-beam does not work properly |
| **Please indicate what type of trouble was experienced with the exterior light controls (check all that apply):** | it seems to be backwards, when a car approaches, the automatic hi-beams turn on. Driving regularly, the hi-beams never turn on when it's dark, unless a car approaches |
| **Additional Comments:** | I have not made an appointment to get this checked, I disengaged the auto lights |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |

| Wind Noise | |
|---|---|
| **Wind Noise** | Excessive wind noise. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG2EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/05/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6082310840 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K094363316 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 284320015 | ***Report Version*** | 5 | ***Open Date*** | 01/16/2015 |
| ***Close Date*** | 01/18/2015 | ***Narrative Date*** | 01/23/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **How do you feel about the durability of your new vehicle?** | 1. |
| **Climate control operation (function and ease of use)** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Support for popular music/video formats** | 4. |
| **Engine sound** | 4. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 1. |
| **Integration with media players** | 2. |
| **What is your attitude overall towards your new car?** | 2. |
| **Navigation system route accuracy** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **What are your favorite parts of your new vehicle?** | styling, performance, features, capabilities |
| **Integration with phones** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Electrical and Mechanical reliability |
| **Steering and handling (responsiveness, stability)** | 3. |
| **Clarity of sound** | 4. |
| **Engine performance during acceleration** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |

### Touchscreen

| Touchscreen | |
|---|---|
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |

| No Concerns | |
|---|---|
| **Which automotive publications do you subscribe to? (check all that apply)** | Car and Driver.<br>Auto Week.<br>Automobile.<br>Motor Trend.<br>Road and Track. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Please explain further about your choice to recommend your vehicle:** | I would not recommend this vehicle based on reliability. |
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Numerous times for the same problem: e.g. infotainment 3 times; active cruise control 2 times; |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |

| About You | |
|---|---|
| **What is your primary language?** | English. |
| **Primary vehicle in your household:** | Legacy.<br>Primary Household Vehicle: Purchased New.<br>Subaru. |
| **Please indicate your highest education level** | PhD. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased New.<br>Forester.<br>Subaru.<br>2010. |
| **Which of the following best describes the area you live in?** | Urban. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your occupation status.** | [redacted]. |
| **Please indicate your occupation.** | [redacted] |
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |

| Engine Components | |
|---|---|
| **Engine Components** | Radiator.<br>Antifreeze/coolant. |

| Radiator | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |

| Navigation system | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |

| Entertainment/Navigation System/Connectivity Components | |
|---|---|
| **Entertainment/Navigation System/Connectivity Components** | Touchscreen.<br>USB port.<br>Navigation System. |

| USB port |
|---|

| USB port | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Alarm/security system components | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Detail on Low Rated Items | |
|---|---|
| **You rated your feelings about the durability of your new vehicle Low. Use this space to provide any specific comments you would like to share.** | Mechanical problems e.g. radiator leak - unacceptable for a new vehicle. |
| **You rated overall audio, entertainment, and navigation system impression Low. Use this space to provide any specific comments you would like to share.** | Unreliable. Replaced 3 times. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Styling; Performance; Features; Value for Money. I love the way the car looks, performs and handles but I do not trust it to take on long journeys. I can recite the VIN # and I am too often at the dealership. |
| **Feedback/Concerns:** | This vehicle has serious electrical gremlins as well as questionable mechanical reliability. I replaced the infotainment unit 3 times due to GPS errors; SD card reader errors; screen became black. I replaced the hood sensors twice as the alarm would set off unexpectedly in the middle of the night and would not be turned off. I had work done on the active cruise control at least twice due to the BRAKE warning message appearing out of nowhere on an empty highway and vehicle braking on its own. One time having just fixed the ACC, I brought the car home and next day the radiator was leaking coolant - it had to be replaced. When the infotainment screen blacked out a few weeks ago, the HVAC system could not longer be controlled and was stuck in A/C moode directed at the windshield. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Features/Controls/Displays Components | |
|---|---|
| **Features/Controls/Displays Components** | Alarm/security system components. |

| Brake System Components | |
|---|---|
| **Brake System Components** | Brake rotors/drums - rear. |

| Brake rotors/drums - rear | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |

| Antifreeze/coolant | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCTXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/02/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6065410773 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M094422859 | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 285954859 | ***Report Version*** | 2 | ***Open Date*** | 02/04/2015 |
| ***Close Date*** | 02/04/2015 | ***Narrative Date*** | 02/06/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### No Concerns

| | |
|---|---|
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Motor Trend.<br>Car and Driver. |
| **Did you review the Owner's Information DVD?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Oil change and tire rotation |
| **Did you review the Printed User Guide?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | Remote start is my most used feature. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

### About You

| | |
|---|---|
| **What is your primary language?** | English. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Internet research.<br>Image that the vehicle portrays.<br>Automotive magazines.<br>Price/Purchase Terms/Financing.<br>Features/Capabilities.<br>Recommendations from friends or family.<br>Value for the money. |
| **Trade-in allowance** | 1. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased New.<br>Jeep.<br>2004.<br>Grand Cherokee. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Vehicle quality** | 2. |
| **Vehicle styling** | 4. |
| **What price did you pay for your vehicle?** | 48,800 |
| **How may children 17 or under live in your household?** | 0. |
| **Ability to test drive** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Price** | 3. |
| **Vehicle fuel economy** | 3. |
| **Please indicate the primary driver's age.** | [redacted] |

## About You

| | |
|---|---|
| **Vehicle performance** | 4. |
| **Primary vehicle you were considering:** | Acura.<br>Primary Considered Vehicle: New.<br>2014.<br>MDX. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your occupation.** | Professional Specialty. |
| **What year were you born?** | 1980 |
| **Financing options** | 1. |
| **Convenience of dealership location** | 4. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **Dealership treatment** | 1. |
| **Vehicle availability** | 3. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **When considering this vehicle** | Research online. |

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **Ease of using system displays while driving** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Interior noise level while driving** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | No |
| **Clarity of sound** | 4. |
| **Support for popular music/video formats** | 4. |
| **Fuel economy and driving range** | 4. |
| **Integration with media players** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **What are your favorite parts of your new vehicle?** | Engine and Uconnect |
| **Integration with phones** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCMXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/04/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C329312835 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M347377612 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 285346540 | ***Report Version*** | 5 | ***Open Date*** | 01/17/2015 |
| ***Close Date*** | 01/28/2015 | ***Narrative Date*** | 02/04/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Transmission and Drivetrain. |

### Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT6EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/16/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6060310774 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M039361388 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 284608598 | ***Report Version*** | 5 | ***Open Date*** | 01/20/2015 |
| ***Close Date*** | 01/20/2015 | ***Narrative Date*** | 01/27/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Detail on High Rated Items

| | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Power! |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | the Price! |
| **Integration with phones** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | The whole vehicle |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Safety and visibility while driving** | 4. |
| **Fuel economy and driving range** | 4. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Head/leg/foot room** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Brake responsiveness/effort** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Location and usefulness of interior lighting** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Engine sound** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |

| About You | |
|---|---|
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your occupation.** | [redacted]. |
| **Please indicate your occupation status.** | Employed. |
| **Primary vehicle in your household:** | Jeep.<br>2014.<br>Grand Cherokee.<br>Primary Household Vehicle: Purchased New. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used.<br>2002.<br>Maxima.<br>Nissan. |
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your primary language?** | English. |
| **Please indicate your ethnicity** | [redacted]. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Urban. |
| **What is your total household income (before taxes)?** | $40,000 - $59,999. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **Please indicate your highest education level** | High school degree / GED. |

| Other component(s) replaced (not listed previously) | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **Which other component(s) did you replace?** | Air suspension module |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

| No Concerns | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Please explain further about your choice to recommend your vehicle:** | I love my jeep |
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Front bumper not installing properly |

| Other Components | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Price |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | everything, if you want send me a gift for filling this survey!! |
| **Feedback/Concerns:** | I would like stop brake lights LED just like the audi, also lane departure warning. |

| Contact Me |
|---|

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/19/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6084310396 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K108363470 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 284608901 | ***Report Version*** | 5 | ***Open Date*** | 01/20/2015 |
| ***Close Date*** | 01/20/2015 | ***Narrative Date*** | 01/27/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Squeak/rattle/abnormal noises from headliner

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | bumpier roads |
| **Please describe in the box below where from the headliner the trouble with abnormal noises is located:** | right rear seat above in the moonroof area |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Additional Comments:** | if you put your hand on the headliner and apply pressure the noise stops. but as soon as you let go it rattles and squeaks again |

### Voice Activation / Recognition doesnt recognize command

| | |
|---|---|
| **What button did you use?** | dial button or green call button |
| **Please describe when this trouble occurs:** | When there is outside noise or the blower is on. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### Detail on High Rated Items

| | |
|---|---|
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | I LOVE THE AUDIO SYSTEM! |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | love the rear design |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | turning radius is great! |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | UCONNECT is the best hands down. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Uconnect, stereo # of speakers and quality of sound, adaptive cruise control, head light movement, vehicle warning sensors for potential objects front, rear and side. |

### Hard controls/menus: Front Screen Display: Other Concerns

| | |
|---|---|
| **Additional Comments:** | I want to change the settings while driving |

### Overview

| | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | Jeep needs to work on QC and not have so many recalls, and get the software right and updates before release |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | only warranty items many of the smaller items I am dealing with |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

### Other component(s) replaced (not listed previously)

| | |
|---|---|
| **Which other component(s) did you replace?** | replaced whatever was covered by warranty. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| About You | |
|---|---|
| **What is your total household income (before taxes)?** | $60,000 - $79,999. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Primary vehicle in your household:** | 2014. |
| | Jeep. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **Secondary vehicle in your household:** | S2000. |
| | Secondary Household Vehicle: Purchased Used. |
| | 2001. |
| | Honda. |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your primary language?** | English. |
| **Please indicate your occupation.** | Other. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What year were you born?** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Interior noise level while driving** | 3. |
| **Safety and visibility while driving** | 3. |
| **Engine performance during acceleration** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Integration with media players** | 5. |
| **Steering wheel adjustment** | 5. |
| **Fuel economy and driving range** | 2. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 3. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Engine sound** | 3. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Clarity of sound** | 5. |
| **Navigation system route accuracy** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **What are your favorite parts of your new vehicle?** | remote start and remote heated seat and steering wheel, stereo, hands free, LED lights |

| Interior materials soils/scuffs too easily | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please describe in the box below which material(s) have trouble with soiling/scuffing too easily:** | back of seats, door panels |

| Vehicle pulls noticeably to the left/right | |
|---|---|
| **Trouble occurs while traveling in these road conditions (check all that apply):** | same as above |

| Vehicle pulls noticeably to the left/right | |
|---|---|
| **Vehicle pull is:** | Moderate. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **What direction does the vehicle pull when driving?** | Right. |
| **Please describe conditions when this trouble occurs:** | all the time |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone brand** | Apple. |
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **If known, please tell us your software version** | 8.1.2 |
| **Please tell us your cell phone model** | Iphone 5 |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Slips/will not engage gear properly/shifts erratically | |
|---|---|
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | sometimes on flat ground it will stay in 7th gear and now move to 8th, I have to force it with paddle shifters. |
| | gear shift hard shift at beginning until warms up. |
| | Normal acceleration. |
| | stays in 7th gear |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Going into which gear/gears does the trouble occur? (check all that apply):** | when cold it is worse |
| | when cold it is worse |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe conditions when this trouble occurs:** | cold out |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows. |
| | Steering, Handling, and Ride. |
| | Brake System. |
| | Entertainment/Navigation System/Connectivity. |
| | Seats. |
| | Interior Climate Control. |

| Rear view mirrors (interior/exterior) | |
|---|---|
| **Rear view mirrors (interior/exterior)** | Internal rear view mirror works properly, but is difficult to understand/use; in a poor location. |

| Voice Activation / Recognition finishes before completing a command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe when this trouble occurs:** | When stating a name. |
| | yes waite for the beep, says were sorry I didnt get that or somethign to that effect |
| **What button did you use?** | dial button or green call button |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shifts at wrong times. |
| | Slips/will not engage gear properly/shifts erratically. |
| | Hesitation or delay when shifting between gears. |

| Shifts at wrong times | |
|---|---|
| | Soon after vehicle start-up. |

| Shifts at wrong times | |
|---|---|
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Normal acceleration. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 1st Gear. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |

| Hesitation or delay when shifting between gears | |
|---|---|
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Soon after vehicle start-up.<br>Normal acceleration. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 3rd Gear.<br>2nd Gear. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command.<br>Voice Activation / Recognition finishes before completing a command. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | doesnt recognize name or wants to dial numbers instead of a name (random numbers) |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What button did you use?** | vr on steering wheel |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | Less than 10,000. |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe the other trouble you experienced:** | climate control sync |
| **Please describe conditions when this trouble occurs:** | start the car |

| Features and Controls | |
|---|---|
| **Features and Controls** | Active Suspension System.<br>Rear view mirrors (interior/exterior). |

| Abnormal Noises | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from headliner.<br>Squeak/rattle/abnormal noises from center console. |

| Squeak/rattle/abnormal noises from center console | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please describe conditions when this trouble occurs:** | acceleration and deceleration. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | issued recalls, tried to make a well encompasing vehicle comfortable and have all the bells and whistles. |
| **Feedback/Concerns:** | Quality control, better fit and finish |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | system detects cars in opposite lanes and applies brakes,happens periodically |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front Screen Display: Other Concerns. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Contact Me |
|---|

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | amount of recalls, squeaks, fit and finish on some items. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG1EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/18/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6099310939 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K107361327 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 284847767 | ***Report Version*** | 5 | ***Open Date*** | 01/22/2015 |
| ***Close Date*** | 01/22/2015 | ***Narrative Date*** | 01/29/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### What Can We Do Better?

| | |
|---|---|
| **Feedback/Concerns:** | Adaptive cruise has a great potential to get people hurt. The transmission 2-1 downshift on deceleration issues should have been resolved in power train development. |
| **What has Chrysler done right?** | The Summit is a beautiful, well built and comfortable vehicle. It makes you feel good to drive it. My wife and I really love it. The dealership (Fields) is a great place but their hands are tied on software related issues as they can only utilize what the manufacturer provides them. |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **Please tell us your cell phone model** | Droid Mini |
| **If known, please tell us your software version** | Latest |
| **Please choose your cell phone brand** | Motorola. |
| **Please choose your cell phone carrier** | Verizon Wireless. |

### Other component(s) replaced (not listed previously)

| | |
|---|---|
| **Which other component(s) did you replace?** | Front door seals were bad upon delivery. I had anything replaced that was a part of the many recalls and TSB updates. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Navigation system route accuracy** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Fuel economy and driving range** | 4. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Engine sound** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Clarity of sound** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Integration with media players** | 3. |
| **Ease of using system displays while driving** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Engine exhaust sound** | 4. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Braking to a stop.<br>Braking to a stop.<br>City driving/stop-and-go traffic. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. |
| **Additional Comments:** | After first computer reflash. Worked properly before that. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 2-1 downshift under deceleration. |

| Overview | |
|---|---|
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings.<br>Road and Track.<br>Motor Trend.<br>Car and Driver.<br>Automobile. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Please explain further about your choice to recommend your vehicle:** | Maybe, if they have time to spend at the dealership. This has not been a plug and play vehicle. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone only. |
| **Was the trouble resolved to your satisfaction?** | Yes. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system phonebook does not work correctly. |

| Appearance | |
|---|---|
| **Appearance** | Interior materials soils/scuffs too easily. |

| About You | |
|---|---|
| **What is your current marital status?** | [redacted] |
| **Secondary vehicle in your household:** | 2004.<br>Ford.<br>F-150. |
| **Primary vehicle in your household:** | Town & Country.<br>2008.<br>Chrysler. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **What is your primary language?** | English. |
| **Which of the following best describes the area you live in?** | multiple-suburban and rural |
| **Please indicate your highest education level** | Graduate degree. |
| **Please indicate your gender** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | Navigation system provides wrong directions. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Route selection is poor.<br>It does not match up to a $100 windshield mounted Garmin. |
| **Additional Comments:** | For $140 I can get a portable unit with lifetime updates. A tremendous value compared to a dash unit. Phone will make both useless in areas where you can get a reliable phone line. |

| Cruise control system works properly, but difficult to understand/use; controls in a poor location | |
|---|---|
| **Please indicate why the cruise control system controls are difficult to understand/use; are in a poor location (check all that apply):** | Adaptive Cruise Control is just plain dangerous. I looked forward to this technology but I am greatly disappointed and concerned. It works in situations where it is not really needed and is dangerous in moderate traffic. Change lanes and it is easy to get in a situation where the car will slow down with the range set on minimum. Slowing down when changing lanes leads to rear end collisions. It is a high dollar accessory that needs more development. |

| Hands-Free Phone / Bluetooth system phonebook does not work correctly | |
|---|---|
| **Please indicate which aspect of the phonebook does not work properly (check all that apply):** | Phone shows whether # is business, cell, etc. Jeep screen shows numbers without designation but will say "calling so and so mobil". It knows the info but does not display it. It used to but it is not worth the time right now for a dealer visit. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| SD media slot issues | |
|---|---|
| **SD media slot issues** | SD media slot is difficult to understand/use; is in a poor location. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | There is no way this questionnaire can be completed in ten minutes if given even the smallest degree of thought. The durability of the hard surfaces of the brown interior is embarrassing. |

| SD media slot is difficult to understand/use; is in a poor location | |
|---|---|
| **Additional Comments:** | There were difficulties with the card being recognized and freezing. This to a trip to the dealer and a software upgrade to solve. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Angle, size and location make it difficult to insert the SD card. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Cruise control system. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Transmission and Drivetrain.<br>Interior Trim/Storage/Windows.<br>Seats.<br>Features/Controls/Displays. |

| Seat belt latch/release controls are difficult to understand/use | |
|---|---|
| **Additional Comments:** | Drivers seat and maybe passenger seat. I'm [redacted] and the height adjustment on the B pillar does not go high enough above my shoulder. Wearing the shoulder strap is uncomfortable. |

| Detail on High Rated Items | |
|---|---|
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | 20" rims<br>Ride and the look of the interior. |

| Detail on High Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | Brown color and materials work although I'm not a 'brown' guy. |

| Interior materials soils/scuffs too easily | |
|---|---|
| **Additional Comments:** | I noticed it in the first week with less than 100 miles. Jeep obviously did as well but decided to go ahead with a surface that has obvious durability issues. |
| **Please describe in the box below which material(s) have trouble with soiling/scuffing too easily:** | I have a Summit with the brown interior. Beautiful. Pick any hard surface but obviously door kick panels. I'm very careful and have researched many ways to remove the scuffs but it appears impossible. The finish/texture/color is only on the surface and anything that damages the surface makes it impossible to make the scuff disappear with any product or technique I have heard of. |

| Cruise control system | |
|---|---|
| **Cruise control system** | Cruise control system works properly, but difficult to understand/use; controls in a poor location. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Other Components | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

| Media | |
|---|---|
| **Media** | SD media slot issues. |

| Seat Belts | |
|---|---|
| **Seat Belts** | Seat belt latch/release controls are difficult to understand/use. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG8FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/21/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6314421061 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K322461098 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 284954448 | ***Report Version*** | 5 | ***Open Date*** | 01/24/2015 |
| ***Close Date*** | 01/24/2015 | ***Narrative Date*** | 01/30/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What year were you born?** | [redacted] |
| **Trade-in allowance** | 1. |
| **Dealership treatment** | 1. |
| **Secondary vehicle in your household:** | 2013.<br>Secondary Household Vehicle: Purchased Used.<br>Ford.<br>F-150. |
| **Vehicle availability** | 4. |
| **Vehicle quality** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Consumer Reports ratings.<br>Features/Capabilities.<br>Value for the money.<br>Vehicle test drive. |
| **What is your primary language?** | English. |
| **When considering this vehicle** | Interact with dealership by email.<br>Test drive the vehicle.<br>Visit the dealership.<br>Interact with dealership by phone.<br>Research online. |
| **What price did you pay for your vehicle?** | 45k |
| **How may children 17 or under live in your household?** | 0. |
| **Price** | 3. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your occupation.** | Professional Specialty. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased Used.<br>Commander.<br>Jeep.<br>2007. |
| **Which of the following best describes the area you live in?** | Urban. |
| **Please indicate your gender** | [redacted]. |
| **Primary vehicle you were considering:** | GL-Class.<br>Primary Considered Vehicle: Used.<br>2012.<br>Mercedes-Benz. |
| **Ability to test drive** | 1. |
| **Vehicle fuel economy** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Vehicle performance** | 4. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **What is your current marital status?** | [redacted] |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | The electronics on the mb was lacking |

| About You | |
|---|---|
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |
| **Convenience of dealership location** | 1. |
| **Financing options** | 1. |
| **Vehicle styling** | 4. |

| Overview | |
|---|---|
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | There is a substantial delay with the U connect app from when you select the function and when the car responds |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Interior comfort, design and appearance of interior (overall impression)** | 1. |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **Interior noise level while driving** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Support for popular music/video formats** | 4. |
| **Rear view styling (rear fascia, bumper)** | 1. |
| **Navigation system route accuracy** | 4. |
| **Safety and visibility while driving** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |

| Other | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe the other trouble you experienced:** | The forward collision warning with active break assist has quit a few kinks to work out. It will at times go off when there is nothing in front of the vehicle but open road. As you can imagine, it's quite frustrating and sometimes feels dangerous. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| What Can We Do Better? |
|---|

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Everything |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Other. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/03/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C302310591 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M030491945 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286066361 | ***Report Version*** | 1 | ***Open Date*** | 01/25/2015 |
| ***Close Date*** | 02/05/2015 | ***Narrative Date*** | 02/06/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Ride

| | |
|---|---|
| **Ride** | Strut problem/shock absorber problem. |

### Touchscreen Controls

| | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain.<br>Off-Road.<br>Entertainment/Navigation System/Connectivity.<br>Steering, Handling, and Ride.<br>Vehicle Exterior.<br>Features/Controls/Displays. |

### Hands-Free Phone / Bluetooth system loses connection

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Connection problem happens on:** | Bluetooth connection between cell phone and the radio. |
| **Additional Comments:** | Spotty issues when playing back music. Music will skip in and out regularly and also the system a lot of times recognizes a phone is connected and even displays the song and artist but will not play. Then if left alone it will usually play after about 5 minutes all on its own. |
| **Were you in the middle of a call?** | No. |
| **Lost connection problem happens when:** | Other: Please describe when this trouble occurs. |
| **Is there more than one phone paired to the vehicle?** | Yes. |

### Key fob entry system broken/not working

| | |
|---|---|
| **Trouble with the key fob entry system occurs:** | While unlocking. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | Anytime you approach the vehicle and unlock by placing hand behind handle. |
| **Please indicate what type of trouble was experienced with the key fob entry system (check all that apply):** | System doesn't seem to recognize which driver settings it needs based on the key for when using handle to unlock door. |

### Shift between gears is rough/harsh under normal driving conditions

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | Excessive vibration when feathering gas pedal<br>Same<br>Same |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Only happens while trying to maintain speed |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.<br>Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| **Additional Comments:** | Difficult to reproduce for dealership as it is so intermittent. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Please provide feedback on how Chrysler can improve the DVD** | Dvd just reiterates the quick start Guide. Should go into more in depth detail. |
| **Please explain further about your choice to recommend your vehicle:** | Except for the initial issues it has been great. Concerned about the longevity and further repairs down the road especially with transmission and air suspension. |
| **DVD format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **What have you used to view your DVD? (check all that apply)** | Home DVD Player. |
| **Information on the DVD is easy to find and access** | 4 (agree). |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Dealership where I purchased is not the closest to my home. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Please rate your overall level of satisfaction with the DVD** | 3 (neither satisfied nor dissatisfied). |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |

| Vehicle vibrates excessively while driving (not braking) | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Trouble occurs while traveling at these speeds (check all that apply):** | Same as above but only occurs when lightly feathering gas pedal.<br>Problem occurs between the 6 and 8th gears. Transmission starts vibrating with light feathering of the gas pedal. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Additional Comments:** | It happens rarely but when it does it is extremely noticeable and passengers have even commented on the issue. |
| **Please describe conditions when this trouble occurs:** | When feathering gas pedal |
| **Trouble occurs while traveling in these road conditions (check all that apply):** | Based on speed and gears |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Vibration is:** | Moderate. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Strut problem/shock absorber problem | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | When going over sped bumps or hitting pot holes there is a loud banging noise that comes from the rear. It sounds terrible but doesn't appear to cause any damage. |
| **Please indicate where the strut/shock problem occurs:** | Rear. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Axle(s) | |
|---|---|
| **Axle(s)** | Axle is leaking fluid. |

| Wind Noise | |
|---|---|
| **Wind Noise** | Excessive wind noise. |

| Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Need hard controls so passengers can adjust settings easily. |
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Driver has to go into menu to adjust which is dangerous. |
| **Please indicate which of the following best describes your concern (check all that apply):** | The heated and ventilated seat controls need hard buttons. Passengers never know how to change the settings and driver has to which leads to distraction. |

| Door locks/key fob entry system | |
|---|---|
| **Door locks/key fob entry system** | Key fob entry system broken/not working. |

| Excessive wind noise | |
|---|---|
| **Please indicate the location of the wind noise (check all that apply):** | Generally loud on Highway but quite than my last vehicle. Not sure if it's tire or wind noise. |
| **Additional Comments:** | In a addition to Laminated windshield driver and passenger front Windows should be Laminated as well. |
| **Please describe conditions when this trouble occurs:** | Highway speeds |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Wipers and washers | |
|---|---|
| **Wipers and washers** | Rain sensing wipers are broken/not working properly. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Remote Features. |

| Reverse-camera is broken/not working | |
|---|---|
| **Please indicate what type of trouble was experienced with the reverse-camera (check all that apply):** | Sometimes it can take 5 to 10 seconds for the camera to come on.<br>Cheap camera with poor image quality and the image shudders almost like it is taking photos rather than showing video of what's behind you. This needs serious improvement in a car that is trying to compete with luxury vehicles. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | Took into dealership for studded issue and they said they couldn't fix. It was just the way it was and they all did the same thing. |
| **Please describe conditions when this trouble occurs:** | When in reverse |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Axle is leaking fluid | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe where the leak occurs (check all that apply):** | Grease slinging out all over side of vehicle |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Additional Comments:** | Brought in for warranty repair and both front axels had to be replaced. Dealer indicated they were installed wrong at factory. |
| **Please describe conditions when this trouble occurs:** | While driving |

| Features and Controls | |
|---|---|
| **Features and Controls** | Wipers and washers.<br>Door locks/key fob entry system.<br>Reverse-Camera. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | Droid maxx |
| **Please choose your cell phone brand** | Motorola. |
| **If known, please tell us your software version** | 4.4.4 |
| **Please choose your cell phone carrier** | Verizon Wireless. |

| Rain sensing wipers are broken/not working properly | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | No rain present and sometimes wipers activate and take 3 or 4 swipes and then stop. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |

| Noise and Vibration | |
|---|---|
| **Noise and Vibration** | Vehicle vibrates excessively while driving (not braking). |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system loses connection. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but traffic information doesn?t work / or is difficult to understand. |

| Reverse-Camera | |
|---|---|
| **Reverse-Camera** | Reverse-camera is broken/not working. |

| Navigation system works, but traffic information doesn.t work / or is difficult to understand | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | I don't see any traffic information in the map. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/09/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6091310133 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M086378705 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 285150847 | ***Report Version*** | 5 | ***Open Date*** | 01/26/2015 |
| ***Close Date*** | 01/26/2015 | ***Narrative Date*** | 02/02/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Primary vehicle in your household:** | Ford.<br>Primary Household Vehicle: Purchased Used.<br>F-150.<br>2013. |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **Secondary vehicle in your household:** | Dodge.<br>2009.<br>Challenger.<br>Secondary Household Vehicle: Purchased New. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your occupation.** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Please indicate your ethnicity** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Rural. |

### Overview

| | |
|---|---|
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | SportsCar and Grassroots Motorsports |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |

### What Can We Do Better?

| | |
|---|---|
| **Feedback/Concerns:** | Give the customer more choice in using some of the features and settings on the vehicle rather than being forced to use them. |
| **What has Chrysler done right?** | Almost everything |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Interior noise level while driving** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Clarity of sound** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Integration with media players** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | 470 HP, sound, and styling |
| **Is there anything about your new vehicle you would like to see changed?** | Less brake dust from front pads and ability to turn down collision avoidance system sensitivity |
| **Ease of using system displays while driving** | 5. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Support for popular music/video formats** | 4. |
| **Integration with phones** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Engine sound** | 5. |
| **Fuel economy and driving range** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | The collision avoidance alert should be able to be set to a sensitivity level or turned off. It is very annoying for a skilled driver. |
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | System is too sensitive. There are too many times I see BRAKE on the screen due to a car turning into a driveway or intersection. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Brakes generate excessive brake dust | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Where does the excessive brake dust build-up appear?** | Front wheels. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes generate excessive brake dust. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Features/Controls/Displays. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/26/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6081310870 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M346208011 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 285238350 | ***Report Version*** | 5 | ***Open Date*** | 01/27/2015 |
| ***Close Date*** | 01/27/2015 | ***Narrative Date*** | 02/03/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Overview

| | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | The vehicle was sold due to the ongoing poor quality issues to include broken and incorrectly installed body panels, loose interior trim fittings not installed correctly at the factory, fuel line clamps not installed properly resulting in fuel leak inside engine bay, vibration at highway speeds, failure of air suspension controller, intermittent failures of adaptive cruise control module. The vehicle was in the shop 12 times since purchase to address poor factory work. I will never recommend any Chrysler product to anyone based on the complete lack of attention to,detail during assembly. |
| **If our team has any additional questions about your responses, would you accept further contact?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Motor Trend.<br>Car and Driver.<br>Consumer Reports ratings. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Appearance of exterior paint** | 1. |
| **Rear view styling (rear fascia, bumper)** | 1. |
| **How do you feel about the durability of your new vehicle?** | 1. |
| **Exterior design and appearance (overall impression)** | 2. |
| **Engine sound** | 3. |
| **Steering and handling (responsiveness, stability)** | 3. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Steering wheel adjustment** | 4. |
| **What is your attitude overall towards your new car?** | 1. |
| **What is your attitude overall towards the BRAND of your new car?** | 1. |
| **Interior noise level while driving** | 2. |
| **Clarity of sound** | 3. |
| **Integration with media players** | 3. |
| **Navigation system route accuracy** | 3. |
| **Engine exhaust sound** | 3. |
| **Location and usefulness of interior lighting** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Brake responsiveness/effort** | 3. |
| **Ease of getting into and out of vehicle** | 1. |
| **How do you feel about the VALUE of your new car? (i.e.** | 1. |
| **Support for popular music/video formats** | 2. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Integration with phones** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 3. |
| **Seat adjustment and comfort** | 3. |
| **Safety and visibility while driving** | 3. |
| **Engine performance during acceleration** | 3. |
| **Fuel economy and driving range** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Ride quality** | 3. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Liftgate | |
|---|---|
| **Liftgate** | Abnormal squeaks/rattles/noises coming from liftgate. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off.<br>Paint blemish/dirt in paint/foreign material under surface. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Lift gate misaligned<br>Rear bumper installed incorrectly at factory and was broken |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Steering wheel vibrates excessively while driving | |
|---|---|
| **Vibration is:** | Moderate. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Steering wheel vibration trouble occurs during these speeds (check all that apply):** | High speeds (46 MPH and above). |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Steering wheel vibration trouble occurs during these road conditions (check all that apply):** | All road conditions. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Engine fluid leaks | |
|---|---|
| **Additional Comments:** | Fuel line clips not installed correctly at the factory resulting in fuel leaking in engine compartment. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe conditions when this trouble occurs:** | All the time |
| **Which fluid is leaking?** | Fuel. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Please put the vehicles together better so that no one else will experience the awful product I had to live with. The only regret I have other than the initial purchase was not selling it sooner. |
| **What has Chrysler done right?** | Nothing with this vehicle. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Steering and Handling | |
|---|---|
| **Steering and Handling** | Steering wheel vibrates excessively while driving. |

| Front Doors | |
|---|---|
| **Front Doors** | Abnormal squeaks/rattles/noises coming from front doors. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Off-Road.<br>Vehicle Exterior.<br>Engine.<br>Interior Trim/Storage/Windows.<br>Steering, Handling, and Ride. |

| Engine Fluids (leaks, excessive oil consumption) | |
|---|---|
| **Engine Fluids (leaks, excessive oil consumption)** | Engine fluid leaks. |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |

| Noise and Vibration | |
|---|---|
| **Noise and Vibration** | Vehicle vibrates excessively while driving (not braking). |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM8EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/07/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C257307440 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M008482914 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286066992 | ***Report Version*** | 2 | ***Open Date*** | 02/05/2015 |
| ***Close Date*** | 02/05/2015 | ***Narrative Date*** | 02/09/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Wifi Hot Spot Connection

| | |
|---|---|
| **Wifi Hot Spot Connection** | Wifi Hot Spot Connection has intermittent connection. |

### Speakers have poor sound quality

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate which media sources were being played (check all that apply):** | Bluetooth Streaming.<br>FM.<br>Satellite Radio. |
| **Please indicate which speaker has trouble (check all that apply):** | Very tin like sound.. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Trouble with speaker occurs:** | At all volume levels. |

### Overview

| | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Please provide feedback on how Chrysler can improve the DVD** | It makes sense to do this via an interactive website |
| **What have you used to view your DVD? (check all that apply)** | Mac Computer. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | Bulleted points |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **DVD format is easy to understand and use** | 3 (neither agree nor disagree). |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer.<br>Took to the dealer I purchased my vehicle from. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Information on the DVD is easy to find and access** | 2 (disagree). |
| **Please rate your overall level of satisfaction with the DVD** | 2 (dissatisfied). |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |

| Overview | |
|---|---|
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |

| Search engine works but is difficult to understand/use | |
|---|---|
| **Please describe the trouble you experienced:** | Logic seems to be disoriented. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Points of Interest not well defined | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Not enough detail |

| Memory mirrors are broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which memory mirror is broken/not working properly (check all that apply):** | Passenger's side exterior mirror.<br>They do not fold when car is locked |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| About You | |
|---|---|
| **Ability to test drive** | 1. |
| **Vehicle quality** | 1. |
| **Vehicle fuel economy** | 1. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2012.<br>Replaced Vehicle: Purchased New.<br>M-Class.<br>Mercedes-Benz. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | On-Line blogs or forums.<br>Kelley Blue Book. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: New.<br>Land Rover.<br>Range Rover Sport.<br>2014. |
| **When considering this vehicle** | Visit the dealership.<br>Interact with dealership by email.<br>Interact with dealership by phone.<br>Research online.<br>Test drive the vehicle. |
| **Primary vehicle you were considering:** | Cayenne.<br>Porsche.<br>Primary Considered Vehicle: New.<br>2014. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | They did not have the one we wanted in stock |
| **Please indicate your highest education level** | 4 year college degree. |
| **Vehicle availability** | 5. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your ethnicity** | [redacted]n. |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **Please indicate your occupation.** | Executive / Managerial. |
| **Primary vehicle in your household:** | F-250 HD Crew Cab.<br>Ford.<br>Primary Household Vehicle: Purchased New. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Urban. |
| **Dealership treatment** | 1. |
| **Vehicle styling** | 1. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Price** | 2. |

| About You | |
|---|---|
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Financing options** | 1. |
| **Vehicle performance** | 1. |
| **Convenience of dealership location** | 2. |
| **Trade-in allowance** | 2. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your total household income (before taxes)?** | More than $200,000. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Clarity of sound** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Integration with phones** | 3. |
| **Vehicle storage and space usage** | 3. |
| **Head/leg/foot room** | 3. |
| **Engine sound** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Brake responsiveness/effort** | 5. |
| **Appearance of exterior paint** | 3. |
| **Ease of getting into and out of vehicle** | 3. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Interior noise level while driving** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **Seat adjustment and comfort** | 4. |
| **Safety and visibility while driving** | 4. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Steering wheel adjustment** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ease of using system displays while driving** | 3. |
| **Support for popular music/video formats** | 3. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Rear view styling (rear fascia, bumper)** | 2. |
| **Integration with media players** | 3. |
| **Navigation system route accuracy** | 3. |
| **Exterior design and appearance (overall impression)** | 3. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine exhaust sound** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |

| Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **At other times during use does your phone have poor call quality?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Does the issue occur when speaking at regular volume?** | Yes. |
| **Sound quality is poor: (check one)** | For the receiver of the call. |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |

| Features and Controls |
|---|

| Features and Controls | |
|---|---|
| **Features and Controls** | Rear view mirrors (interior/exterior).<br>Voice Activiation System. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Remote Features.<br>Assist Button.<br>Search Engine. |

| Ride | |
|---|---|
| **Ride** | Strut problem/shock absorber problem. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Vehicle Exterior.<br>Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays.<br>Interior Climate Control.<br>Steering, Handling, and Ride. |

| Strut problem/shock absorber problem | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate where the strut/shock problem occurs:** | Rear. |
| **Please describe conditions when this trouble occurs:** | Loud bang when I go over a bump.. 4x4 should not have that happen dealership told me that it was standard |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please tell us your cell phone model** | 5s |
| **Please choose your cell phone brand** | Apple. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system has poor sound quality at far end. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 5,000-6,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Please describe when this trouble occurs:** | it seems not to hear my commands |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Assist button works but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Search engine | |
|---|---|
| **Bing** | Search engine works but is difficult to understand/use. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers have poor sound quality. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Assist Button | |
|---|---|
| **Assist Button** | Assist button works but is difficult to understand/use. |

| Rear view mirrors (interior/exterior) | |
|---|---|
| **Rear view mirrors (interior/exterior)** | Memory mirrors are broken/not working. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Front collision avoidance needs to have more distance to it.. Mine only goes off after something is about 10ft from the front of the car and the auto brakes do not apply till about 3ft |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Points of Interest incorrect.<br>Points of Interest not well defined. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/29/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6109310882 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K119361480 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286584506 | ***Report Version*** | 2 | ***Open Date*** | 02/12/2015 |
| ***Close Date*** | 02/12/2015 | ***Narrative Date*** | 02/16/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | better technology |
| **What are your favorite parts of your new vehicle?** | the looks is really nice |
| **Navigation system route accuracy** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Rear view styling (rear fascia, bumper)** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Steering and handling (responsiveness, stability)** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Safety and visibility while driving** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Ride quality** | 4. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Brake responsiveness/effort** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Integration with phones** | 3. |
| **Engine exhaust sound** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **What is your attitude overall towards your new car?** | 3. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **Clarity of sound** | 3. |
| **Integration with media players** | 3. |
| **Support for popular music/video formats** | 3. |
| **Interior noise level while driving** | 3. |
| **Fuel economy and driving range** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |

### Entertainment/Navigation System/Connectivity

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **If known, please tell us your software version** | iOS |
| **Entertainment/Navigation System/Connectivity** | Apple Car play please |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | iphone 6 |
| **Please choose your cell phone carrier** | Verizon Wireless. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 20,000-29,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Adaptive front lighting system broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate the trouble experienced with the Adaptive Front Lighting System (check all that apply):** | Does not track properly while going uphill.<br>Does not track properly while turning left. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate which headlight is not working properly (check all that apply):** | Passenger's side headlight. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Fog/water/condensation in exterior light lenses | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):** | Driver's side headlight. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| USB connection is broken/not working | |
|---|---|
| **Please indicate if you are able to do either of the following (check all that apply):** | Charge devices. |
| **Please describe the trouble you experienced (check all that apply):** | Device does not stay connected. |
| **Where is the location of the media port?** | Rear seat.<br>Center console. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to understand. |
| **Please indicate why the front screen is difficult to understand/use (check all that apply):** | Display too small. |

| Excessive wind noise | |
|---|---|
| **Please indicate the location of the wind noise (check all that apply):** | Driver's side rear door window.<br>Driver's side front door.<br>Driver's side front door window.<br>Driver's side rear door.<br>Front windshield. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Lights | |
|---|---|
| **Lights** | Exterior Light Failure.<br>Fog/water/condensation in exterior light lenses.<br>Headlights aimed incorrectly.<br>Headlights not bright enough.<br>Adaptive front lighting system broken/not working.<br>Rear tail lights/brake lights/reverse lights/turn signal lights inoperative. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Interior Climate Control.<br>Entertainment/Navigation System/Connectivity.<br>Vehicle Exterior. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| | Steering, Handling, and Ride. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working.<br>Touchscreen Controls/Menu: Front Screen Display is broken/not working.<br>Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.<br>Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location.<br>Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Fuel door difficult to open/close | |
|---|---|
| **Please indicate where the fuel door trouble occurs:** | Fuel filler door. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to close. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.<br>Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location.<br>Hard controls/menus: Front Screen Display: Other Concerns.<br>Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location.<br>Hard controls/menus: Front Screen Display is broken/not working.<br>Front seat audio/entertainment/navigation controls/menus broken/not working. |

| About You | |
|---|---|
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Secondary vehicle in your household:** | Jeep.<br>2014.<br>Grand Cherokee.<br>Secondary Household Vehicle: Purchased Used. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>2011.<br>Toyota.<br>Prius. |
| **Please indicate your highest education level** | 2 year college degree. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **What year were you born?** | [redacted] |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Which of the following best describes the area you live in?** | Suburban. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | Map is missing information. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Navigation system is missing information.<br>Navigation system has incorrect information.<br>Navigation system gives wrong directions. |

| Steering system/wheel is difficult to turn | |
|---|---|
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Trouble occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **Trouble occurs while traveling at these speeds (check all that apply):** | All speeds. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Hard controls/menus: Front Screen Display is broken/not working | |
|---|---|
| **Please indicate your concern with front screen display (check all that apply):** | screen is to small |

| Other Components | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

| Overview | |
|---|---|
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | when i first got the vehicle i was really happy 2 of my friends got the vehicle after me thanks to my reviews for the first few week but after a few month with the vehicle my reviews are not that good anymore a think to many problems in 20 month or so |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |

| ABS system/sensors | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to a different dealer than the one I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **How much did the replacement cost?** | Under $100. |

| Other component(s) replaced (not listed previously) | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to a different dealer than the one I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |

| Rear tail lights/brake lights/reverse lights/turn signal lights inoperative | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate which rear lights were inoperative (check all that apply):** | lights stay on after vehicle is off |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| USB connection issues | |
|---|---|
| **USB connection issues** | USB connection is broken/not working. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | Yes. |
| **Please describe when this trouble occurs:** | When entering information.<br>When stating a name. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but traffic information doesn?t work / or is difficult to understand.<br>Points of Interest not well defined.<br>Difficulty accessing Points of Interest. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| | Navigation system screen is in a poor location.<br>Points of Interest incorrect.<br>Navigation system freezes-up/will not work.<br>Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Steering and Handling | |
|---|---|
| **Steering and Handling** | Steering system/wheel is difficult to turn. |

| Navigation system works, but traffic information doesn.t work / or is difficult to understand | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | Traffic information does not display at all. |

| Media | |
|---|---|
| **Media** | USB connection issues. |

| Unnatural sounding voice or difficult to understand | |
|---|---|
| **Please describe when this trouble occurs:** | When entering information. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Do you usually set HVAC vent direction toward ceiling?** | Yes. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Wipers and washers. |

| Headlights aimed incorrectly | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to understand. |

| Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use.<br>Difficult to understand. |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Heating, Cooling, Ventilation controls.<br>Radio channel preset buttons.<br>Tuner control. |
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Touchscreen is slow to respond. |

| Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate why the front screen is difficult to understand/use (check all that apply):** | Display too small. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Fuel filler door/cap | |
|---|---|
| **Fuel filler door/cap** | Fuel door difficult to open/close. |

| Headlights not bright enough | |
|---|---|
| **Please describe conditions when this trouble occurs:** | while I'm driving the jeep |
| **Additional Comments:** | the major problem i have with the jeep is the Uconnect to slow,crashes all the time lags a little . With the apperance the tail lights i think should be led for a better look the led in the front should be brighter , the FCW sometimes applied the break even if the car in front of me is far away , some times my USB port just don't work, |
| **Please describe the trouble you experienced:** | trouble with the technology . FCW ACC UConnect crashing |

| Wind Noise |
|---|

| Wind Noise | |
|---|---|
| **Wind Noise** | Excessive wind noise. |

| Exterior Light Failure | |
|---|---|
| **Please indicate which light has failed (check all that apply):** | Passenger's side tail light. |
| **Exterior Light Failure** | Exterior Light Failure. |

| Visible rust/corrosion | |
|---|---|
| **Please indicate the location of the rust/corrosion (check all that apply):** | Rear bumper.<br>Passenger's side rear door. |
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | 20,000-29,999. |

| Rear Seat Entertainment | |
|---|---|
| **Rear Seat Entertainment** | Rear seat entertainment media port connections. |

| Rear seat entertainment media port connections | |
|---|---|
| **Rear seat entertainment media port connections** | Rear seat entertainment media port connections broken/not working. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Unnatural sounding voice or difficult to understand.<br>Voice Activation / Recognition doesn't recognize command.<br>Voice Activation / Recognition finishes before completing a command.<br>Voice Recognition feature does not have enough functions available. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | the ruck is very nice i just don't think i will get another aster my lease is up un lest you guys fix some serious problems with the vehicle |

| Brake System Components | |
|---|---|
| **Brake System Components** | ABS system/sensors. |

| Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Controls too small. |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Navigation system controls. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location. |

| Navigation system freezes-up/will not work | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Visible rust/corrosion. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG8EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/10/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6119310548 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K128361236 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286585120 | ***Report Version*** | 2 | ***Open Date*** | 02/12/2015 |
| ***Close Date*** | 02/12/2015 | ***Narrative Date*** | 02/16/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Contact Me

| | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

### Overview

| | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | Not with the forward collision system or the auto gear selector |
| **Which automotive publications do you subscribe to? (check all that apply)** | Auto Week.<br>Consumer Reports ratings.<br>Road and Track.<br>Car and Driver.<br>Motor Trend.<br>Automobile. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Going back again for forward collision braking |

### Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Engine performance during acceleration** | 4. |
| **Fuel economy and driving range** | 4. |
| **Ride quality** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 1. |
| **Vehicle storage and space usage** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Clarity of sound** | 4. |
| **Integration with media players** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Support for popular music/video formats** | 4. |
| **Appearance of exterior paint** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | Fix Collision Warning gear selector |
| **What is your attitude overall towards your new car?** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Seat adjustment and comfort** | 3. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Head/leg/foot room** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **What are your favorite parts of your new vehicle?** | Styling |
| **Safety and visibility while driving** | 1. |
| **Navigation system route accuracy** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Steering wheel adjustment** | 4. |
| **Engine exhaust sound** | 4. |

| Gear selector is difficult to operate (auto. trans.) | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | Not accurate, horrible design |
| **Why is the gear selector difficult to operate?** | Other (please describe). |
| **Additional Comments:** | Realized when i test drove it but thought I would get used to it, never buy another car with this in it though |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| About You | |
|---|---|
| **Please indicate your occupation status.** | Employed. |
| **Secondary vehicle in your household:** | Frontier.<br>2014.<br>Nissan.<br>Secondary Household Vehicle: Purchased New. |
| **Please indicate your occupation.** | Other. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Primary vehicle in your household:** | S60.<br>Primary Household Vehicle: Purchased New.<br>Volvo.<br>2013. |
| **What year were you born?** | [redacted] |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **What is your primary language?** | English. |
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |

| Automatic Transmission |
|---|
| |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Slips/will not engage gear properly/shifts erratically.<br>Gear selector is difficult to operate (auto. trans.). |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Exterior Design, interior Design and U connect interface is easy to use |
| **Feedback/Concerns:** | My current concern is that the car will brake on its own out of nowhere with no warning and nothing around, it's dangerous |

| Slips/will not engage gear properly/shifts erratically | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply):** | Gear Selecter is not accurate<br>Reverse. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Additional Comments:** | Car brakes on its own, without warning with forward collision |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Jerks |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Transmission and Drivetrain. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/06/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6046310846 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M051365777 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286654416 | ***Report Version*** | 2 | ***Open Date*** | 02/14/2015 |
| ***Close Date*** | 02/14/2015 | ***Narrative Date*** | 02/17/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Gear selector is difficult to operate (auto. trans.)

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | It has always been difficult. I have to look at the indicator to see what I am in. My last Jeep, I could move the selector and did not have to look at it. |
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | Have to look when shifting to see that it is in reverse<br>Have to push it more than once to get it from drive to park. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **Navigation system route accuracy** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Support for popular music/video formats** | 4. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Fuel economy and driving range** | 3. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Headlight illumination/performance during night-time driving** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | I would like to be able to shift drive, reverse and park without looking at the indicator to see what it is in. I would like the forward collision avoidance to work properly. |

| About You | |
|---|---|
| **How may children 17 or under live in your household?** | 0. |
| **Which of the following best describes the area you live in?** | Rural. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>2014.<br>Grand Cherokee.<br>Jeep. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **What is your primary language?** | English. |
| **What year were you born?** | 1[redacted] |
| **Please indicate your highest education level** | 2 year college degree. |
| **What is your total household income (before taxes)?** | $60,000 - $79,999. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate your occupation status.** | [redacted] |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Transmission and Drivetrain. |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Gear selector is difficult to operate (auto. trans.). |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Forward collision avoidance does not work properly and dealer does not seem to understand what it should do. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/05/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6074310899 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K094363035 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286653739 | ***Report Version*** | 2 | ***Open Date*** | 02/13/2015 |
| ***Close Date*** | 02/13/2015 | ***Narrative Date*** | 02/17/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### What Can We Do Better?

| | |
|---|---|
| **Feedback/Concerns:** | Adaptive Cruise Control will periodically shut down for about five minutes approximately every 250 miles on long trips. It almost acts like something is overheating and then cooling down. |
| **What has Chrysler done right?** | Vehicle is comfortable, responsive and handles well, both on and off road. |

### Detail on High Rated Items

| | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | I didn't expect the comfort level to be as good as it is in a capable off road 4x4. |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | I have a bad back and recently took a 6500 mile trip with no discomfort. |
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | I use the SD card a lot when traveling and it has played everything I have on it. |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | I'm short, so that may not be a good guide for everyone, but I fit fine and can adjust the seat and steering wheel perfectly. |
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | See above |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | 8.4AN screen is easy to see and I love the navigation instructions in the EVIC. |
| **You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.** | I love it. |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | The vehicle is very quiet compared to other 4x4's I have owned, even with the sunroof open. |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | The xenon lighting is excellent. The fog lamps could be a bit better though. |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | I have had no problems with paint, fit or finish. |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | I was very pleased and surprised with the performance of the V6. |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | In sport mode, the exhaust has a pleasant deep throated sound. |
| **You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.** | On my recent trip, the V6 averaged around 25 miles to the gallon on the expressway. Much better than my old Tahoe which would top out at about 18. |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | Quiet inside, |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | See above |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | Sharp looking vehicle, though it lacks the macho appearance of my former 4x4's. |
| **You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.** | The blind spot warning system is the basis for this rating. |
| **You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.** | The map lights and subdued interior lights work well without interfering with night vision through the windshield. |
| **You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.** | The vehicle seems as tough as my old 78 Bronco. |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | It's a Jeep! |

| Detail on High Rated Items | |
|---|---|
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | My "dumb" phones work perfectly with it. |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | See above |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | See above. |
| **You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.** | The OEM tires aren't very good, but the vehicle has performed well despite them. I expect even better handling when I replace them with good AT tires. |
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | The Quadralift and entry/exit mode makes this an exceptionally easy 4x4 to get in and out of. |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | The vehicle stops quickly when it must. |
| **You rated the value of your new car High. Use this space to provide any specific comments you would like to share.** | This is the most expensive vehicle I have ever purchased and I don't regret a penny of it. |
| **You rated ride quality High. Use this space to provide any specific comments you would like to share.** | Exceptionally comfortable. |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | I have had to perform several emergency maneuvers on the highway to avoid idiots and the vehicle has performed flawlessly, impressive for such a heavy vehicle. |

| AM/FM/HD/Satellite radio channels have poor or no reception | |
|---|---|
| **Additional Comments:** | Sometimes the HD radio will randomly switch to Satellite. |
| **Please indicate which frequency band has trouble (check all that apply):** | HD radio reception is weak compared to the AVIC8000 in my Mazda MX5 |
| **Please describe conditions when this trouble occurs:** | Driving down road. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **What button did you use?** | VR button on steering wheel |
| **Please describe when this trouble occurs:** | When attempting to change radio stations, it often tries to dial the phone. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| About You | |
|---|---|
| **How may children 17 or under live in your household?** | 0. |
| **Secondary vehicle in your household:** | 2013.<br>Secondary Household Vehicle: Purchased Used.<br>Mazda.<br>MX-5 Miata. |
| **Please indicate your highest education level** | Graduate degree. |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate your occupation status.** | Retired. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Primary vehicle in your household:** | Outback.<br>2009.<br>Primary Household Vehicle: Purchased Used.<br>Subaru. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your ethnicity** | C[redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |

| Speakers have poor sound quality | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Trouble with speaker occurs:** | At all volume levels. |
| **Please indicate which media sources were being played (check all that apply):** | FM.<br>SD. |

| Speakers have poor sound quality | |
|---|---|
| | Satellite Radio. |
| | USB Drive. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate which speaker has trouble (check all that apply):** | Quality could be better. Front center speaker too loud. Equalizer only works if settings are changed each time vehicle is started. |
| **Additional Comments:** | I think the equalizer problem arose in one of the last two UConnect updates. Speaker quality has always been an issue, though it isn't as noticeable when the equalizer works. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Fuel economy and driving range** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **Integration with phones** | 5. |
| **Support for popular music/video formats** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | I miss the flipper glass on the rear and wish the quadralift would go into entry/exit upon entering park. |
| **What are your favorite parts of your new vehicle?** | quadralift suspension |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Clarity of sound** | 3. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Climate control operation (function and ease of use)** | 4. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

| Radio | |
|---|---|
| **Radio** | AM/FM/HD/Satellite radio channels have poor or no reception. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **If known, please tell us your software version** | R4512_G_08.28.40R |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | V557 |
| **Please choose your cell phone brand** | Motorola. |

| Overview | |
|---|---|
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | The problems are irritants, but not that major. The worst is the Adaptive Cruise Control periodically disconnecting for five minutes at a time on long trips and then reactivating. Also the FCW will periodically alert on overpasses when no other vehicles are around. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

| Alignment | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **How much did the replacement cost?** | Under $100. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | Missing roads.<br>Map contains incorrect information. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Most likely out of date maps. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 513-561-0815 |

| Cargo cover (interior) | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Alarm/anti-theft system.<br>Cruise control system.<br>Voice Activiation System. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Adaptive Cruise Control and Forward Collision Warning needs some work to resolve irritating problems. Software should be able to correct the equalizer problem. Map updates are needed for the nav system. Voice recognition needs some tweaking. |

| Interior Trim/Storage/Window Components | |
|---|---|
| **Interior Trim/Storage/Window Components** | Cargo cover (interior). |

| Steering, Handling, and Ride Components | |
|---|---|
| **Steering, Handling, and Ride Components** | Alignment. |

| Media | |
|---|---|
| **Media** | Radio. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers have poor sound quality. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/27/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6099310934 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K116363212 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286653740 | ***Report Version*** | 2 | ***Open Date*** | 02/13/2015 |
| ***Close Date*** | 02/14/2015 | ***Narrative Date*** | 02/17/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **Please tell us your cell phone model** | Galaxy s4 |
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **If known, please tell us your software version** | Lollipop |
| **Please choose your cell phone brand** | Samsung. |

### Exterior moldings/trim pieces loose/misaligned/falling off

| | |
|---|---|
| **Additional Comments:** | Has happened twice once below 10k miles and once above 15k |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is missing. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Bezel on adaptive cruise control sensor |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

### Overview

| | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | I leased the car brand new and have had multiple issues with it. While I understand nothing is perfect it's the dealer service and failure to fix or offer solutions to the issues I have had with the car. Had the dealer been willing to fix the issues I have or even provide a loaner for the times I take it I would be happy however for them to keep the car for more than a day and tell me they can never recreate the problems I have even though I have them on video is a problem. I have also had to look up service bulletins to inform myself of known issues and fixes as the dealer usually has no Idea |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Would you recommend this vehicle to family or friends?** | No. |

### Automatic high-beam headlights broken/not working

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | When the car senses light it turns off high beams to slow |
| **Please indicate the trouble experienced with the automatic high-beam headlights (check all that apply):** | Delay in reaction to long |

### About You

| | |
|---|---|
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 10-12 mpg. |
| **Primary vehicle in your household:** | 2013.<br>BMW.<br>Primary Household Vehicle: Purchased New.<br>3 Series. |
| **Secondary vehicle in your household:** | 3 Series. |

| About You | |
|---|---|
| | BMW. |
| | Secondary Household Vehicle: Purchased Used. |
| | 2005. |
| **Please indicate your occupation status.** | Employed. |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **Which of the following best describes the area you live in?** | Urban. |
| **What is your current marital status?** | [redacted]. |
| **Please indicate your occupation.** | [redacted]. |
| **Please indicate your highest education level** | High school degree / GED. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **Please indicate the primary driver's age.** | [redacted] |
| **Did you purchase or lease your vehicle?** | Lease. |
| **What is your primary language?** | English. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Transmission gear change performance (smoothness)** | 1. |
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Engine sound** | 3. |
| **Engine performance during acceleration** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Brake responsiveness/effort** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Integration with media players** | 4. |
| **Support for popular music/video formats** | 4. |
| **Interior noise level while driving** | 4. |
| **Fuel economy and driving range** | 4. |
| **Clarity of sound** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |
| **Ride quality** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Resolve issues |
| **Climate control operation (function and ease of use)** | 3. |
| **Engine exhaust sound** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Ease of using system displays while driving** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **What are your favorite parts of your new vehicle?** | Overall drive and selling |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Brake pads - front | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **How much did the replacement cost?** | Under $100. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Alignment | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **How much did the replacement cost?** | Under $100. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Brake pedal feels mushy/soft | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | All speeds. |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Brake pedal is light and makes noise |
| | Brake pedal is light and makes noise |
| | Brake pedal is light and makes noise |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |

| Brake booster | |
|---|---|
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **How much did the replacement cost?** | Under $100. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Air filter | |
|---|---|
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |
| **How much did the replacement cost?** | $100-$499. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 1st Gear. |
| | 2nd Gear. |
| | 3rd Gear. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Braking. |
| | Deceleration. |
| | Hard acceleration. |
| | City driving/stop-and-go traffic. |
| | Normal acceleration. |
| | While driving on level roads. |
| | Going up an incline. |
| | Coasting (no gas pedal applied). |
| **Please describe conditions when this trouble occurs:** | Transmission kicks and searches for gear |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. |
| | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. |
| | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| | Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Hesitation or delay when shifting between gears | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 3rd Gear.<br>1st Gear.<br>2nd Gear. |

| Air conditioner takes too long to get cold | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):** | Vehicle ac dose not get cold enough causing blower to stay on high when in auto |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Air conditioner never gets cold enough | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):** | Bright sun.<br>Ac never gets cold enough causing blower to remain on high at all times when in auto mode |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Windows fog up a lot/take too long to clear/do not clear adequately | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate the trouble with the front defroster (check all that apply):** | During snow icy conditions the wipers and front windshield freeze fog and take a long time to defrost |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please describe conditions when this trouble occurs:** | Snow or icy weather |

| Engine loses power when air conditioning is on | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Engine trouble occurs while vehicle is (check all that apply):** | Freeway/highway driving.<br>Going up an incline.<br>Cruising/holding a steady speed on an uphill grade.<br>Accelerating.<br>City driving/stop-and-go traffic. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What type of fuel do you most often put into your vehicle?** | Plus gasoline. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Fuel consumption is worse than expected | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | Yes. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Where do you do most of your driving?** | Combination of city/highway driving. |
| **What type of fuel do you most often put into your vehicle?** | Plus gasoline. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Transmission makes abnormal/excessive noises | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate driving condition when noise occurs (check all that apply):** | Deceleration.<br>Braking.<br>Hard acceleration.<br>Normal acceleration.<br>City driving/stop-and-go traffic. |
| **Noise sounds like (Check all that apply):** | Knocking.<br>Thumping. |

| Transmission makes abnormal/excessive noises | |
|---|---|
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.<br>Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.<br>Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?.<br>Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Reverse-camera is broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate what type of trouble was experienced with the reverse-camera (check all that apply):** | Image manages and is blurry sometimes causes system to reboot |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Horn broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate what type of trouble was experienced with the horn (check all that apply):** | Horn sounds like it's dieing within a couple of weeks of purchase<br>Horn not loud enough sounds as if it is dieing |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Air conditioner takes too long to get cold.<br>Windows fog up a lot/take too long to clear/do not clear adequately.<br>Fan/blower makes excessive noise.<br>Air conditioner never gets cold enough. |

| Speakers have poor sound quality | |
|---|---|
| **Please indicate which speaker has trouble (check all that apply):** | Volume between different modes has a vast difference Bluetooth SD card get to loud xm can be hard to hear at even max volume am/fm has good balance |
| **Please indicate which media sources were being played (check all that apply):** | Volume gets to loud to quick causing speaker to crack<br>Volume steps get to loud causing speaker to crack |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble with speaker occurs:** | Only at high volume levels. |

| Radio | |
|---|---|
| **Radio** | AM/FM/HD/Satellite radio channels have poor or no reception.<br>Bluetooth streaming audio works, but is difficult to understand/use. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Body panels/doors misaligned/excessive gaps/poor fit.<br>Exterior moldings/trim pieces loose/misaligned/falling off. |

| Brake System Components | |
|---|---|
| **Brake System Components** | Brake pads - rear.<br>Brake rotors/drums - rear.<br>Brake rotors - front.<br>ABS system/sensors.<br>Brake booster.<br>Brake pads - front. |

| Vehicle exhibits poor ride when driving on snow/ice | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Bumpy or uneven surface.<br>Downhill.<br>Level Ground.<br>Sideslope.<br>Uphill. |

| Vehicle exhibits poor ride when driving on snow/ice | |
|---|---|
| **Trouble occurs at these speeds (check all that apply):** | When driving at low speeds (11-20 MPH).<br>When driving at medium speeds (>20 MPH). |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | The transmission issues with the stock tires makes the vehicle erratic at times and cause traction issues |
| **Please indicate how poorly the vehicle performed:** | Ride is much worse than expected. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location.<br>Blind spot monitoring/warning system is broken/not working.<br>Outside temperature gauge broken/not working. |

| Dome/map/interior lights broken/not working | |
|---|---|
| **Please indicate what type of trouble was experienced with the dome/map/interior lights (check all that apply):** | Long delay when opening door and interior lights illuminating |
| **Please indicate which interior light is the source of the trouble (check all that apply):** | Front door panel light - Both sides.<br>Dome light.<br>Front map light - Both sides.<br>Rear door panel light - Both sides.<br>Rear map light - Both sides.<br>Trunk/rear compartment/cargo area light. |
| **Please describe conditions when this trouble occurs:** | With keyless entry |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Issues with wheels and tires in off-road conditions | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Downhill.<br>Level Ground.<br>Uphill. |
| **Trouble occurs at these speeds. (check all that apply):** | When driving at medium speeds (>20 MPH). |
| **Please indicate on what surfaces you are experiencing issues. (check all that apply)** | Snow and/or ice. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate the nature of the issue you are experiencing. (check all that apply):** | Stock wheels should offer some off road capabilities |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Interior Climate Control.<br>Features/Controls/Displays.<br>Off-Road.<br>Transmission and Drivetrain.<br>Vehicle Exterior.<br>Entertainment/Navigation System/Connectivity.<br>Steering, Handling, and Ride.<br>Brake System. |

| Lights | |
|---|---|
| **Lights** | Exterior Light Failure.<br>Front headlights/parking lights/fog lights/turn signal lights inoperative.<br>Rear tail lights/brake lights/reverse lights/turn signal lights inoperative.<br>Automatic high-beam headlights broken/not working. |

| Engine Fuel Consumption | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Vehicle exhibits poor handling when driving on snow/ice | |
|---|---|
| **Please indicate how poorly the vehicle performed:** | Handling is much worse than expected. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Additional Comments:** | Maps need to be update more frequently as roads change regularly |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Navigation system gives wrong directions.<br>Navigation system has incorrect information.<br>Navigation system is missing information. |
| **Please indicate which navigation system item has trouble (check all that apply):** | Navigation system provides wrong directions.<br>Map is missing information.<br>Map contains incorrect information. |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Pos system takes long to load and causes system to freeze |

| AM/FM/HD/Satellite radio channels have poor or no reception | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Usually when vehicle is started or when switching from radio bands go xm |
| **Please indicate which frequency band has trouble (check all that apply):** | System lags for 10's of minutes |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Back-up camera | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **How much did the replacement cost?** | Under $100. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Fog lights | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |

| Fan/blower makes excessive noise | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe when the fan/blower noise occurs (check all that apply):** | At high fan speeds.<br>At medium fan speeds. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please describe the fan/blower noise (check all that apply):** | Fan speed intervals to small when on medium to hige fan is loud |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Air from vents smells moldy/stale | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please indicate when the odor/smell is present (check all that apply):** | Odor/smell is noticeable for only a short time after air conditioner/heater/defroster is turned on. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Cruise control system is broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | Adaptive Cruise Control (ACC) allows too much distance between vehicles.<br>Adaptive cruise control sometimes does not sense car in front of the vehicle and sometimes it slows with nothing in front of the vehicle. Speed setting hold down for 5mph intervals turns off adaptive cruise control and service message is displayed |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Active Suspension System.<br>Reverse-Camera.<br>Horn.<br>Cruise control system.<br>Adjustable Height Control.<br>Rear view mirrors (interior/exterior).<br>Interior lights. |

| Features and Controls | |
|---|---|
| | Door locks/key fob entry system. |

| Steering, Handling, and Ride Components | |
|---|---|
| **Steering, Handling, and Ride Components** | Alignment. |

| Brakes do not have enough stopping power; brake pedal requires too much effort | |
|---|---|
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | All speeds. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Vehicle requires excessive brake force to respond<br>Vehicle requires excessive brake force to respond<br>Vehicle requires excessive brake force to respond |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Vehicle pulls noticeably to the left/right | |
|---|---|
| **Trouble occurs while traveling at these speeds (check all that apply):** | All speeds. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Vehicle pull is:** | Slight. |
| **Trouble occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What direction does the vehicle pull when driving?** | Left. |

| Vehicle vibrates excessively at idle | |
|---|---|
| **Vibration trouble occurs (check all that apply):** | All the time. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Vibration is:** | Moderate. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Engine Components | |
|---|---|
| **Engine Components** | Antifreeze/coolant.<br>Air filter. |

| Brake pads - rear | |
|---|---|
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **How much did the replacement cost?** | Under $100. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |

| Brake rotors - front | |
|---|---|
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **How much did the replacement cost?** | Under $100. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |

| Shifts at wrong times | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 2nd Gear.<br>1st Gear. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Hard acceleration.<br>Normal acceleration.<br>Deceleration. |

| Blind spot monitoring/warning system is broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please indicate the trouble you experienced with the blind spot monitoring/warning system (check all that apply):** | System sometimes randomly illuminates when nothing is next to it |

| Blind spot monitoring/warning system is broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | When stating a name. |
| | When there is outside noise or the blower is on. |
| | When other people in the car are talking. |
| **Additional Comments:** | System is very sensitive to background noise |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

| Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Randomly |
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | System sometimes does not respond to the dial being turned |
| | Presets delete themselves at times and system freezes when switching |

| Vehicle exhibits poor traction on snow/ice | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble occurs at these speeds (check all that apply):** | When driving at very low speeds (0-10 MPH). |
| | When driving at medium speeds (>20 MPH). |
| | When driving at low speeds (11-20 MPH). |
| **Please indicate the nature of the traction issue you experienced** | There is a higher level of wheel spin than I expected. |
| | My vehicle seems to suffer from wheel hop or vibration. |
| | The traction systems on the car are slower to react than I expected. |
| | The vehicle does not seem to be able to make the most of the available grip of the surface. |
| **Please indicate how severe the issue is:** | Much worse than expected. |
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| | Uphill. |
| | Bumpy or uneven surface. |
| | Downhill. |

| Media | |
|---|---|
| **Media** | USB connection issues. |
| | SD media slot issues. |
| | Radio. |

| Vehicle Performance driving on Snow/Ice | |
|---|---|
| **Vehicle Performance driving on Snow/Ice** | Vehicle exhibits poor ride when driving on snow/ice. |
| | Vehicle exhibits poor traction on snow/ice. |
| | Vehicle exhibits poor handling when driving on snow/ice. |
| | Vehicle exhibits poor steering on snow/ice. |

| ABS system/sensors | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shifts at wrong times. |
| | Hesitation or delay when shifting between gears. |
| | Shift between gears is rough/harsh under normal driving conditions. |
| | Slips/will not engage gear properly/shifts erratically. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers have poor sound quality. |
| | Speakers are not loud enough. |

| Brake rotors/drums - rear | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Brake rotors/drums - rear | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |

| Navigation system works, but traffic information doesn.t work / or is difficult to understand | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | Traffic information displays, but is difficult to read.<br>Traffic information displays, but is inaccurate.<br>Traffic information does not display at all. |
| **Additional Comments:** | Traffic information is very sporadic and when it does show is vague or hard to get to |

| Transmission Noises | |
|---|---|
| **Transmission Noises** | Transmission makes abnormal/excessive noises. |

| SD media slot is broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe the trouble you experienced (check all that apply):** | System takes long to recognize sometimes does not read the same card that it sometimes does |
| **Where is the location of the media port?** | Below u connect system in recessed location |

| Navigation system freezes-up/will not work | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Navigation freezes consistently on calculating route and also sometimes has no idea where the vehicle is |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | When other people in the car are talking.<br>When stating a name.<br>When there is outside noise or the blower is on. |
| **What button did you use?** | Phone button on steering wheel |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Difficulty accessing Points of Interest.<br>Points of Interest not well defined.<br>Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Navigation system works, but traffic information doesn?t work / or is difficult to understand.<br>Navigation system freezes-up/will not work. |

| Engine Power | |
|---|---|
| **Engine power** | Engine loses power when air conditioning is on. |

| Vehicle Exterior Components | |
|---|---|
| **Vehicle Exterior Components** | Exterior body panels/trim.<br>Fog lights.<br>Turn signals. |

| Exterior Light Failure | |
|---|---|
| **Exterior Light Failure** | Exterior Light Failure. |
| **Please indicate which light has failed (check all that apply):** | Driver side fog light |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working. |

| Features/Controls/Displays Components | |
|---|---|
| **Features/Controls/Displays Components** | Back-up camera.<br>Airbag sensor. |

| Brake Operation |
|---|

| Brake Operation | |
|---|---|
| **Brake Operation** | Brake pedal feels mushy/soft.<br>Brakes do not have enough stopping power; brake pedal requires too much effort. |

| Cruise control system | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

| Turn signals | |
|---|---|
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **How much did the replacement cost?** | Under $100. |
| **Where did you take your vehicle to have the component replaced?** | Repaired/replaced myself. |

| Outside temperature gauge broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Outside temperature takes to long to update correctly and sometimes never does |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | The car is a fundamentally good car and has potential. however jeep needs to have more corporate control over their dealer network or provide better training to service techs as the service experience is less then satisfactory for a 49k car |
| **What has Chrysler done right?** | Trucks overall have a good ride and are fun to drive |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | System does not work and has false alarms that activate breaks when nothing is in front of the vehicle |

| SD media slot issues | |
|---|---|
| **SD media slot issues** | SD media slot is broken/not working. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Features/Controls/Displays>Features and Controls>Horn> | |
|---|---|
| **Horn** | Horn broken/not working. |

| Off-Road Features and Functions | |
|---|---|
| **Off-Road Features and Functions** | Issues with wheels and tires in off-road conditions. |

| Rear tail lights/brake lights/reverse lights/turn signal lights inoperative | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please indicate which rear lights were inoperative (check all that apply):** | Light burnt out within 1st year under 10k millage |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Hood | |
|---|---|
| **Hood** | Hood latch is broken/not working properly. |

| Antifreeze/coolant | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **How much did the replacement cost?** | $100-$499. |

| Steering and Handling | |
|---|---|
| **Steering and Handling** | Vehicle pulls noticeably to the left/right. |

| Noise and Vibration | |
|---|---|
| **Noise and Vibration** | Vehicle vibrates excessively at idle. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Hood latch is broken/not working properly | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Additional Comments:** | Good latch misaligned causing alarm to keep going off unless left unlocked problem rectifyed by opening and closing hood multiple times |
| **Please describe conditions when this trouble occurs:** | Randomly |

| Reverse-Camera | |
|---|---|
| **Reverse-Camera** | Reverse-camera is broken/not working. |

| Vehicle exhibits poor steering on snow/ice | |
|---|---|
| **Please indicate how severe the issue is:** | Bought a jeep for winter weather driving and light off road |

| Bluetooth streaming audio works, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Shuffle songs does not work |

| Interior lights | |
|---|---|
| **Interior lights** | Dome/map/interior lights broken/not working. |

| Odor/smell | |
|---|---|
| **Odor/smell** | Air from vents smells moldy/stale. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG6FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/31/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6231420238 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K240461607 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286653411 | ***Report Version*** | 2 | ***Open Date*** | 02/13/2015 |
| ***Close Date*** | 02/13/2015 | ***Narrative Date*** | 02/17/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What year were you born?** | [redacted] |
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |
| **Financing options** | 1. |
| **Primary vehicle you were considering:** | BMW.<br>Primary Considered Vehicle: New.<br>X5.<br>2014. |
| **Please indicate your highest education level** | Graduate degree. |
| **Please indicate your occupation.** | Owner / Proprietor. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Value for the money.<br>Vehicle test drive.<br>Consumer Reports ratings.<br>Previous experience with the vehicle/brand.<br>Automotive magazines. |
| **When considering this vehicle** | Visit the dealership.<br>Research online. |
| **Trade-in allowance** | 1. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Secondary vehicle you were considering:** | 2014.<br>M-Class.<br>Secondary Considered Vehicle: New.<br>Mercedes-Benz. |
| **Vehicle availability** | 4. |
| **Vehicle styling** | 4. |
| **Dealership treatment** | 5. |
| **Vehicle quality** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Vehicle performance** | 4. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Ability to test drive** | 1. |
| **Convenience of dealership location** | 2. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Price** | 4. |
| **Vehicle fuel economy** | 4. |

### Touchscreen Controls/Menu: Front Screen Display: Other Concerns

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Always |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | The touchscreen feels slow, not as precise and reactive as the one on my phone/tablet |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe the other trouble you experienced:** | Very slow, don't responds as crisp as they should |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | Iphone |
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **If known, please tell us your software version** | Ios 8.1 |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Opening the engined hood and seeing rust on a brand new car... Not what I want to see = questions about the choice of material |

| Overview | |
|---|---|
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | Provide an online, searchable version via the UConnect |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **What information did you need that was not included in the Smartphone Application?** | Status of my car, is it locked? Is it running? Where is it? Etc etc |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Was there information needed that was not included in the User Guide?** | Yes, details about the wiper blades and what tires can be used with each model |
| **Smartphone Application covers the necessary features** | 1 (strongly disagree). |
| **Information in the Printed User Guide is easy to find and access** | 2 (disagree). |
| **The Smartphone Application format is easy to understand and use** | 2 (disagree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Did you review the Printed User Guide?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 2 (dissatisfied). |
| **Please explain further about your choice to recommend your vehicle:** | But close to say NO, there are a few aspects which need changes/improvement otherwise I wouldn't buy a jeep again nor would I recommend it to my friends |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 1 (very dissatisfied). |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | This should be my full information app to my car, give me every status update on it and make everything available in my palm. |
| **Information in the Smartphone Application is easy to find and access** | 1 (strongly disagree). |

| Wifi Hot Spot Connection has intermittent connection | |
|---|---|
| **Additional Comments:** | To slow - not even LTE - much to expensive |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please select which securities you have enabled on your phone (check all that apply):** | WPA2. |
| **Please describe the trouble you experienced:** | To slow - not even LTE, much to expensive |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Would love to know if items like the app, features of the remote control and mobile connectivity will see a software update or only be added to new vehicles |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Navigation system route accuracy** | 3. |
| **Clarity of sound** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Brake responsiveness/effort** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Quality of materials / better integration of connected systems (remote access etc) |
| **Integration with media players** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Steering wheel adjustment** | 5. |
| **Ease of using system displays while driving** | 3. |
| **Engine sound** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Support for popular music/video formats** | 2. |
| **Appearance of exterior paint** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Fuel economy and driving range** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Integration with phones** | 2. |
| **Head/leg/foot room** | 3. |

| Fuel consumption is worse than expected | |
|---|---|
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | No. |
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Where do you do most of your driving?** | Combination of city/highway driving. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Points of Interest not well defined.<br>Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Remote Features. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |

| Points of Interest not well defined | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Can't find POI as easy and as complete as in other systems (e.g. Waze/ TomTom |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | See previous comments |

| Voice Recognition feature does not have enough functions available | |
|---|---|
| **Please describe additional functions you would like to have:** | Should just use/support Siri |

| Remote vehicle start is broken/not working | |
|---|---|
| **Additional Comments:** | There is no feedback if the command was successful and the car in fact has locked/unlocked or started. Even worse, there is no way to check the current state of my car - like is it locked? Is it running? There is zero information except for a message that the command was sent... but what now? No updates, no way to check the status? |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **Please indicate which method was used for remote vehicle start (check all that apply):** | Didn't work<br>Didn't work |
| **How long was your vehicle parked before activating the remote vehicle start?** | Less than 1 week. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Navigation is less accurate than waze or TomTom |
| **Additional Comments:** | Navigation can't be started by a passenger while car is driving - a joke! Plus overall the system is incredible slow. |

| Remote phone/email notifications are broken/not working | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Notifications don't really provide vital information |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **Additional Comments:** | See previous comment: notifications must be more than just "command sent" |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Via Mobile | |
|---|---|
| **Via Mobile** | Via Mobile works properly, but is difficult to understand/use. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Recognition feature does not have enough functions available. |

| Engine Fuel Consumption | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Via Mobile works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which feature(s) of Via Mobile are difficult to understand/use (check all that apply):** | Pandora. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Limited to some applications |
| **Additional Comments:** | Via mobile should be available for everything, limitation to some apps does not make sense |

| Remote Features | |
|---|---|
| **Remote Features** | Remote phone/email notifications are broken/not working.<br>Remote vehicle start is broken/not working. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

| Wifi Hot Spot Connection | |
|---|---|
| **Wifi Hot Spot Connection** | Wifi Hot Spot Connection has intermittent connection. |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | To limited, iOS 8 / iPhone not fully supported |
| **Please describe the trouble you experienced (check all that apply):** | No support for iPhone, ridiculous. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Reacts not fast enoug |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM6EC2[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 09/20/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C051302112 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M207399206 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286914462 | ***Report Version*** | 1 | ***Open Date*** | 02/17/2015 |
| ***Close Date*** | 02/17/2015 | ***Narrative Date*** | 02/18/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Detail on High Rated Items

| | |
|---|---|
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | We're jeep people, we love our jeeps. This Grand Cherokee was our sixth jeep. |

### About You

| | |
|---|---|
| **Please tell us about the vehicle you replaced (if applicable)** | 2010.<br>Jetta SportWagen.<br>Replaced Vehicle: Purchased New.<br>Volkswagen. |
| **Financing options** | 3. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Dealership treatment** | 4. |
| **Vehicle availability** | 5. |
| **Vehicle styling** | 5. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Dealer/Salesperson interaction.<br>Image that the vehicle portrays.<br>On-Line blogs or forums.<br>Vehicle test drive.<br>Lifestyle.<br>Automotive magazines.<br>Features/Capabilities.<br>Internet research.<br>Previous experience with the vehicle/brand. |
| **Please indicate your occupation status.** | Employed. |
| **When considering this vehicle** | Interact with dealership by phone.<br>Research online.<br>Test drive the vehicle.<br>Visit the dealership. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: New.<br>LR4.<br>2014.<br>Land Rover. |
| **Price** | 4. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation.** | [redacted]. |
| **Convenience of dealership location** | 4. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **What price did you pay for your vehicle?** | 49,000.00 |
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 27-28 mpg. |
| **Trade-in allowance** | 3. |
| **Ability to test drive** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |

| About You | |
|---|---|
| **Vehicle quality** | 5. |
| **Vehicle fuel economy** | 5. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Integration with media players** | 3. |
| **Support for popular music/video formats** | 3. |
| **Clarity of sound** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Integration with phones** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Climate control operation (function and ease of use)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | interior carpet in the trunk area--dog hair just doesn't do well with the carpet |
| **Ease of using system displays while driving** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |

| Overview | |
|---|---|
| **Information on the DVD is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |

| Overview | |
|---|---|
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the DVD** | 4 (satisfied). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **What information did you need that was not included in the Smartphone Application?** | A map of where the vehicle is parked/located would be very handy. Being able to have vehicle settings based on a specific smartphone being in the vehicle would also be very beneficial. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | The application needs to have the ability to pull up a map of where the vehicle is located. Additionally, it would help if the vehicle could send diagnostic information to the phone so that you could review more specific information about what maybe causing a check engine light or why a particular error message has popped up. Also, it takes a WHILE the application to turn the vehicle on. It usually takes upwards of 5 minutes for the application to turn the jeep on remotely. Of which, I've already made it to the vehicle and i'm on my way. |
| **Please explain further about your choice to recommend your vehicle:** | The vehicle rides exceptionally well. The diesel engine and mileage has exceeded expectations. Great vehicle. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **DVD format is easy to understand and use** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Overland Journal |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |

| Interior lights | |
|---|---|
| **Interior lights** | Dome/map/interior lights broken/not working. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Interior lights.<br>Reverse-Camera.<br>Heated Steering Wheel. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Hand brake/parking brake control is poorly located | |
|---|---|
| **Why is the parking brake poorly located? (check all that apply):** | it's annoying. |

| Vehicle exhibits poor traction on snow/ice | |
|---|---|
| **Please indicate how severe the issue is:** | Somewhat worse than expected. |
| **Please indicate the nature of the traction issue you experienced** | The jeep just doesn't seem to have the right traction when it comes to snow/ice. Might be more with regards to the tires that are on the jeep from factory than anything else. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble occurs at these speeds (check all that apply):** | When driving at low speeds (11-20 MPH). |

| Vehicle exhibits poor traction on snow/ice | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |

| Vehicle exhibits poor steering on snow/ice | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| **Trouble occurs at these speeds (check all that apply):** | When maneuvering at very low speeds (0-5 MPH). |
| **Please indicate how severe the issue is:** | Steering, vehicle control is not as smooth as I'd like for the advanced systems that are in the jeep. Can easily fishtail, slide in the jeep. |

| Vehicle Performance driving on Snow/Ice | |
|---|---|
| **Vehicle Performance driving on Snow/Ice** | Vehicle exhibits poor steering on snow/ice.<br>Vehicle exhibits poor traction on snow/ice. |

| Reverse-camera works properly, but difficult to understand/use; controls in a poor location | |
|---|---|
| **Additional Comments:** | The camera lens becomes too dirty/covered by ice, snow, road salt, dirt when driving and can't be used to adequately. |
| **Please indicate why the reverse-camera controls are difficult to understand/use; are in a poor location (check all that apply):** | field of view becomes blocked during winter weather (snow/ice) |

| Hand Brake/Parking Brake | |
|---|---|
| **Hand Brake/Parking Brake** | Hand brake/parking brake control is poorly located.<br>Hand brake/parking brake requires too much effort to apply/release. |

| Heated Steering Wheel | |
|---|---|
| **Heated Steering Wheel** | Heated steering wheel works properly, but is difficult to understand/use; controls are in a poor location. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Off-Road.<br>Brake System.<br>Features/Controls/Displays. |

| Heated steering wheel works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate why the heated steering wheel is difficult to understand/use; controls in a poor location (check all that apply):** | The heated steering wheel gets too hot sometimes. |
| **Additional Comments:** | The heated steering wheel needs to have a automatic cutoff after so many minutes. It can get exceptionally warm/hot and is usually not noticed until I'm on the highway causing me to turn my attention away from driving the vehicle and to turning off the heated steering wheel. |

| Hand brake/parking brake requires too much effort to apply/release | |
|---|---|
| **Please describe what requires too much effort (check all that apply):** | The Grand Cherokee Overland that we bought is a luxury SUV. The parking break should not be a foot pedal version. Jeep should be using an advanced parking break system for this application.<br>Releasing parking brake requires too much effort. |

| Dome/map/interior lights broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please indicate which interior light is the source of the trouble (check all that apply):** | At some point, the blue in-laid lights in the door pull and cubby stopped working. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Overall operation is irritating and could cause accidents |
| **Additional Comments:** | The collision avoidance system often reacts to my vehicle closing on vehicle that is turning (right). I understand what it's doing but the system activates when I'm fully aware of the driving situation which puts me in a worse situation for a rear-ending than a forward collision that i know I'm not about to have. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

| Reverse-Camera | |
|---|---|
| **Reverse-Camera** | Reverse-camera works properly, but difficult to understand/use; controls in a poor location. |

| Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use | |
|---|---|
| **Please indicate why the illumination/warning/indicator lights are difficult to understand/use; are in a poor location (check all that apply):** | The buckle seatbelt indicator needs to be moved. it sits in a position that is directly behind the RPM indicator (1000-1500 RPMs). This could be easily solved by moving it up or down. When moving at low speeds at the start of a trip (going through neighborhood, you can only see a little bit of the buckle seatbelt light). |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG2EC[redacted] | **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| **Built Date** | 01/03/2014 | **Market** | U | US | **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | **Serial#** | 6348311262 | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | **Serial#** | K355361425 | |
| **Color** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 286831935 | **Report Version** | 2 | **Open Date** | 02/16/2015 |
| **Close Date** | 02/16/2015 | **Narrative Date** | 02/18/2015 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### About You

| | |
|---|---|
| **What year were you born?** | [redacted] |
| **What price did you pay for your vehicle?** | 47,000 |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Consumer Reports ratings.<br>Kelley Blue Book.<br>Manufacturer?s website.<br>Vehicle test drive.<br>Image that the vehicle portrays.<br>Lifestyle.<br>Recommendations from friends or family.<br>Dealership information.<br>On-Line blogs or forums. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle you were considering:** | 2014.<br>Primary Considered Vehicle: New.<br>MDX.<br>Acura. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted] |
| **Which of the following best describes the area you live in?** | Live in rural, work in city. |
| **Vehicle styling** | 5. |
| **Please tell us about the vehicle you replaced (if applicable)** | Audi. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please indicate your gender** | [redacted] |
| **Please indicate the primary driver's age.** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |

### Automatic headlights broken/not working

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | All the time |
| **Please describe the trouble you experienced:** | Auto headlights do not go on or do not turn off consistently. I do not feel safe using this feature as it is inconsistent. |
| **Additional Comments:** | This too was brought in for servicing. Continues to happen |

### Engine will not start at all

| | |
|---|---|
| **Additional Comments:** | Brought to service twice |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **What best describes the no start condition?** | Engine does not crank at all. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please indicate when the starting trouble occurs:** | Warm condition - after vehicle is off for 1 - 6 hours. |
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **Please describe conditions when this trouble occurs:** | The vehicle did not recognize fob |

### Squeak/rattle/abnormal noises from center console

| | |
|---|---|
| **Additional Comments:** | Door difficult to open. Sometimes correct compartment does not open |

| Squeak/rattle/abnormal noises from center console | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

| Overview | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | I am incredibly frustrated with my new vehicle. I've had the vehicle in for service multiple times. I do not trust the vehicle any longer. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer.<br>Took to the dealer I purchased my vehicle from. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Text message feature does not work |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Did you review the Printed User Guide?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Was there information needed that was not included in the User Guide?** | Hill assist. |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Did you review the Owner's Information DVD?** | No. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |

| Detail on Low Rated Items | |
|---|---|
| **You rated the value of your new car Low. Use this space to provide any specific comments you would like to share.** | I paid for a lot of features that do not work |
| **You rated difficult driving conditions (adverse weather, off-road) Low. Use this space to provide any specific comments you would like to share.** | Poor handling on snow/ice/winter |
| **You rated headlight illumination/performance during night-time driving Low. Use this space to provide any specific comments you would like to share.** | Auto dimming feature doesn't work |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Auto dimming, text messaging, collision avoidance, gas cap, handling, braking, glove boxes, interior noise |
| **You rated your attitude overall towards your new car Low. Use this space to provide any specific comments you would like to share.** | All of these issues with my jeep have made me distrust the vehicle. |
| **You rated navigation system route accuracy Low. Use this space to provide any specific comments you would like to share.** | Inaccurate. |
| **You rated your feelings about the durability of your new vehicle Low. Use this space to provide any specific comments you would like to share.** | Ive had so many issues with my vehicle even after servicing that I do not trust my vehicle |
| **You rated brake responsiveness/effort Low. Use this space to provide any specific comments you would like to share.** | Too long to brake |
| **You rated steering and handling (responsiveness, stability) Low. Use this space to provide any specific comments you would like to share.** | Poor handling in winter conditions |
| **You rated your attitude about the brand of your new car Low. Use this space to provide any specific comments you would like to share.** | Too many issues with vehicle |

| Text messaging broken/not working | |
|---|---|
| **Additional Comments:** | Text messaging feature has never worked with my vehicle. I've had the apple 4s and 6plus. Neither phone has worked with this feature. |
| **Please describe the trouble you experienced (check all that apply):** | Unable to receive audible notifications. |
| | Unable to receive visual notifications. |
| | Cannot hear playback audio. |
| | Text is not displayed on screen. |
| | Unable to return call to text sender. |
| | Unable to send/reply/forward text using a pre-formatted response. |
| | Unable to send/reply/forward text via voice recognition. |
| | Voice Command (VR button on steering wheel) does not recognize input. |
| | Voice recognition playback does not work. |
| | Voice Command (VR button on steering wheel) cut off before I was finished. |
| | Voice Command (VR button on steering wheel) takes too long to respond. |
| | Sender information is not displayed. |
| | Sender information was incorrect or jumbled. |
| | Text audio playback does not pronounce text correctly. |
| **Did this trouble occur after starting the vehicle?** | Yes. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Do you have the Uconnect Access free form speech option?** | Yes. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Difficult driving conditions (adverse weather, off-road)** | 1. |
| **Integration with phones** | 2. |
| **Climate control operation (function and ease of use)** | 2. |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **Engine performance during acceleration** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Ride quality** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Head/leg/foot room** | 5. |
| **Navigation system route accuracy** | 1. |
| **Headlight illumination/performance during night-time driving** | 1. |
| **Steering and handling (responsiveness, stability)** | 1. |
| **Engine sound** | 3. |
| **Fuel economy and driving range** | 3. |
| **Integration with media players** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **What are your favorite parts of your new vehicle?** | The body style |
| **What is your attitude overall towards your new car?** | 1. |
| **What is your attitude overall towards the BRAND of your new car?** | 1. |
| **Ease of getting into and out of vehicle** | 2. |
| **Interior noise level while driving** | 2. |
| **Vehicle storage and space usage** | 3. |
| **Engine exhaust sound** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Safety and visibility while driving** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Location and usefulness of interior lighting** | 3. |
| **Clarity of sound** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | Is like to see the features work appropriately. |
| **Support for popular music/video formats** | 1. |
| **Brake responsiveness/effort** | 1. |
| **How do you feel about the durability of your new vehicle?** | 1. |
| **How do you feel about the VALUE of your new car? (i.e.** | 1. |

| Vehicle pulls noticeably to the left/right | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Vehicle pull is:** | Moderate. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **What direction does the vehicle pull when driving?** | Both Left and Right - Varies with conditions. |
| **Trouble occurs while traveling in these road conditions (check all that apply):** | Clear/dry road conditions. |
| **Trouble occurs while traveling at these speeds (check all that apply):** | High speeds (46 MPH and above).<br>Medium speeds (26-45 MPH). |
| **Are you using your vehicle for towing when the problem occurs?** | No. |

| Center console is difficult to open/close | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Please indicate why the center console is difficult to open/close (check all that apply):** | Latch/lock operation. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to open. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Blind spot monitoring/warning system is broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **Please indicate the trouble you experienced with the blind spot monitoring/warning system (check all that apply):** | Occurs regularly when nothing is in my blind spot. It's happened in my own driveway and when no other vehicles are around me. |
| **Please describe conditions when this trouble occurs:** | Nothing stands out |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Lights | |
|---|---|
| **Lights** | Automatic headlights broken/not working.<br>Headlights aimed incorrectly.<br>Automatic high-beam headlights broken/not working.<br>Adaptive front lighting system broken/not working. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Blind spot monitoring/warning system is broken/not working.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Dents/dings were present on exterior body panels at delivery. |

| Fuel door difficult to open/close | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to open. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Please indicate where the fuel door trouble occurs:** | Fuel filler door release lever/cable. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Automatic high-beam headlights broken/not working | |
|---|---|
| **Please indicate the trouble experienced with the automatic high-beam headlights (check all that apply):** | Turns, hills, approaching vehicles<br>After turns, after hills , after vehicles pass |
| **Additional Comments:** | Vehicle was serviced for this. Continues to happen |
| **Please describe conditions when this trouble occurs:** | Always |

| Excessive wind noise | |
|---|---|
| **Please indicate the location of the wind noise (check all that apply):** | Driver's side front door.<br>Passenger's side rear window.<br>Driver's side front door window.<br>Passenger's side front door.<br>Passenger's side front door window.<br>Passenger's side rear door window.<br>Passenger's side rear door. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | I've had my 2014 Jeep GC Overland in the service dept several times. Problems continue. This is not right for a brand new car. I'm very dissatisfied. |

| Adaptive front lighting system broken/not working | |
|---|---|
| **Please indicate which headlight is not working properly (check all that apply):** | Driver's side headlight.<br>Passenger's side headlight. |
| **Please indicate the trouble experienced with the Adaptive Front Lighting System (check all that apply):** | Headlights do not reset to normal position.<br>Does not track properly while turning left.<br>Does not track properly while turning right.<br>Does not track properly while going downhill.<br>Does not track properly while going uphill. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | All the time |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Seats.<br>Steering, Handling, and Ride.<br>Engine.<br>Off-Road.<br>Transmission and Drivetrain.<br>Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays.<br>Vehicle Exterior.<br>Brake System.<br>Interior Climate Control. |

| Headlights aimed incorrectly | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please indicate which headlight is not aimed properly (check all that apply):** | Daytime running light not working. Brought to service dept 3 times. Still not working |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |

| Squeak/rattle/abnormal noises from glove box | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please describe in the box below where from the glove box the trouble with abnormal noises is located:** | The door |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Abnormal Noises | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from glove box.<br>Squeak/rattle/abnormal noises from center console. |

| Text Messaging |
|---|

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging broken/not working. |

| Steering and Handling | |
|---|---|
| **Steering and Handling** | Vehicle pulls noticeably to the left/right. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | 4s, 6plus |
| **If known, please tell us your software version** | Latest version |
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Apple. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | I'm concerned that my issues continue to occur even after multiple servicing appts. I would like to pursue a buy back or vehicle trade. I'm convinced I have a lemon. If this is consistent with all Jeep GC then I will not buy one again nor will I recommend |
| **What has Chrysler done right?** | Taken my calls. Attempted servicing the vehicle. AJ Sawrey has been pleasant to deal with. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Vehicle exhibits poor braking when driving on snow/ice | |
|---|---|
| **Please indicate how poorly the vehicle performed:** | Takes too long to stop |
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground.<br>Downhill. |
| **Trouble occurs at these speeds (check all that apply):** | When braking at medium speeds (>20 MPH).<br>When braking at low speeds (11-20 MPH).<br>When braking at very low speeds (0-10 MPH).<br>All speeds. |
| **Please describe the nature of the poor braking issue you experienced (check all that apply):** | The level of braking is not as expected. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | I wanted a vehicle for winter conditions. Very disappointed in its performance. |

| Engine Starting (hard to start/will not start) | |
|---|---|
| **Engine Starting (hard to start/will not start)** | Engine will not start at all. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working. |

| Vehicle exhibits poor handling when driving on snow/ice | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| **Please indicate how poorly the vehicle performed:** | Handling is somewhat worse than expected. |
| **Please describe the nature of the poor handling:** | The amount of steering corrections required make it difficult to make vehicle travel on the desired path around a corner. |
| **Trouble occurs at these speeds (check all that apply):** | 30-40 mph |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | Vehicle doesn't handle on snow as well as expected. Slips |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | Navigation system provides wrong directions. |
| **Please indicate which of the following best describes your concern (check all that apply):** | I've ended up at the wrong address multiple times. Not even on he correct street! |

| Navigation system works, but missing information; has incorrect information; gives wrong directions |
|---|

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **Additional Comments:** | Lost stations four times |
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | Lost preset stations four times. Brought in for servicing |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Wind Noise | |
|---|---|
| **Wind Noise** | Excessive wind noise. |

| Fuel filler door/cap | |
|---|---|
| **Fuel filler door/cap** | Fuel door difficult to open/close. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Remote Features. |

| Vehicle Performance driving on Snow/Ice | |
|---|---|
| **Vehicle Performance driving on Snow/Ice** | Vehicle exhibits poor braking when driving on snow/ice.<br>Vehicle exhibits poor handling when driving on snow/ice. |

| Operation and Functionality | |
|---|---|
| **Operation and Functionality** | Center console is difficult to open/close. |

| Media | |
|---|---|
| **Media** | Radio. |

| Dents/dings were present on exterior body panels at delivery | |
|---|---|
| **Additional Comments:** | Vehicle was covered in sap that had hardened on the vehicle. The interior carpet was dirty. The car was brought to dealer to have cleaned |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | Audible alert sounds inappropriately and inconsistently |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM6EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 09/20/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C051302112 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M207399206 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286914462 | ***Report Version*** | 2 | ***Open Date*** | 02/17/2015 |
| ***Close Date*** | 02/17/2015 | ***Narrative Date*** | 02/19/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Reverse-camera works properly, but difficult to understand/use; controls in a poor location

| | |
|---|---|
| **Additional Comments:** | The camera lens becomes too dirty/covered by ice, snow, road salt, dirt when driving and can't be used to adequately. |
| **Please indicate why the reverse-camera controls are difficult to understand/use; are in a poor location (check all that apply):** | field of view becomes blocked during winter weather (snow/ice) |

### About You

| | |
|---|---|
| **Price** | 4. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **Primary vehicle you were considering:** | LR4.<br>Land Rover.<br>2014.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | On-Line blogs or forums.<br>Vehicle test drive.<br>Features/Capabilities.<br>Internet research.<br>Previous experience with the vehicle/brand.<br>Automotive magazines.<br>Dealer/Salesperson interaction.<br>Image that the vehicle portrays.<br>Lifestyle. |
| **When considering this vehicle** | Research online.<br>Interact with dealership by phone.<br>Test drive the vehicle.<br>Visit the dealership. |
| **Please indicate your occupation.** | [redacted] |
| **What price did you pay for your vehicle?** | 49,000.00 |
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please tell us about the vehicle you replaced (if applicable)** | Volkswagen.<br>2010.<br>Jetta SportWagen.<br>Replaced Vehicle: Purchased New. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 27-28 mpg. |
| **Trade-in allowance** | 3. |
| **Ability to test drive** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Vehicle quality** | 5. |
| **Vehicle fuel economy** | 5. |
| **Financing options** | 3. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Dealership treatment** | 4. |
| **Vehicle availability** | 5. |

| About You | |
|---|---|
| **Vehicle styling** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Convenience of dealership location** | 4. |
| **What is your total household income (before taxes)?** | More than $200,000. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | interior carpet in the trunk area--dog hair just doesn't do well with the carpet |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Integration with media players** | 3. |
| **Support for popular music/video formats** | 3. |
| **Clarity of sound** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Integration with phones** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Climate control operation (function and ease of use)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **What is your attitude overall towards your new car?** | 5. |

| Overview | |
|---|---|
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **What information did you need that was not included in the Smartphone Application?** | A map of where the vehicle is parked/located would be very handy. Being able to have vehicle settings based on a specific smartphone being in the vehicle would also be very beneficial. |
| **Please explain further about your choice to recommend your vehicle:** | |

| Overview | |
|---|---|
| | The vehicle rides exceptionally well. The diesel engine and mileage has exceeded expectations. Great vehicle. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | The application needs to have the ability to pull up a map of where the vehicle is located. Additionally, it would help if the vehicle could send diagnostic information to the phone so that you could review more specific information about what maybe causing a check engine light or why a particular error message has popped up. Also, it takes a WHILE the application to turn the vehicle on. It usually takes upwards of 5 minutes for the application to turn the jeep on remotely. Of which, I've already made it to the vehicle and i'm on my way. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Overland Journal |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **DVD format is easy to understand and use** | 4 (agree). |
| **Information on the DVD is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the DVD** | 4 (satisfied). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |

| Hand Brake/Parking Brake | |
|---|---|
| **Hand Brake/Parking Brake** | Hand brake/parking brake control is poorly located. |
| | Hand brake/parking brake requires too much effort to apply/release. |

| Heated Steering Wheel | |
|---|---|
| **Heated Steering Wheel** | Heated steering wheel works properly, but is difficult to understand/use; controls are in a poor location. |

| Vehicle exhibits poor steering on snow/ice | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| **Please indicate how severe the issue is:** | Steering, vehicle control is not as smooth as I'd like for the advanced systems that are in the jeep. Can easily fishtail, slide in the jeep. |
| **Trouble occurs at these speeds (check all that apply):** | When maneuvering at very low speeds (0-5 MPH). |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Off-Road. |
| | Features/Controls/Displays. |
| | Brake System. |

| Heated steering wheel works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate why the heated steering wheel is difficult to understand/use; controls in a poor location (check all that apply):** | The heated steering wheel gets too hot sometimes. |
| **Additional Comments:** | The heated steering wheel needs to have a automatic cutoff after so many minutes. It can get exceptionally warm/hot and is usually not noticed until |

| Heated steering wheel works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| | I'm on the highway causing me to turn my attention away from driving the vehicle and to turning off the heated steering wheel. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | The collision avoidance system often reacts to my vehicle closing on vehicle that is turning (right). I understand what it's doing but the system activates when I'm fully aware of the driving situation which puts me in a worse situation for a rear-ending than a forward collision that i know I'm not about to have. |
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Overall operation is irritating and could cause accidents |

| Features and Controls | |
|---|---|
| **Features and Controls** | Heated Steering Wheel.<br>Interior lights.<br>Reverse-Camera. |

| Vehicle exhibits poor traction on snow/ice | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| **Trouble occurs at these speeds (check all that apply):** | When driving at low speeds (11-20 MPH). |
| **Please indicate how severe the issue is:** | Somewhat worse than expected. |
| **Please indicate the nature of the traction issue you experienced** | The jeep just doesn't seem to have the right traction when it comes to snow/ice. Might be more with regards to the tires that are on the jeep from factory than anything else. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Dome/map/interior lights broken/not working | |
|---|---|
| **Please indicate which interior light is the source of the trouble (check all that apply):** | At some point, the blue in-laid lights in the door pull and cubby stopped working. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |

| Hand brake/parking brake requires too much effort to apply/release | |
|---|---|
| **Please describe what requires too much effort (check all that apply):** | Releasing parking brake requires too much effort.<br>The Grand Cherokee Overland that we bought is a luxury SUV. The parking break should not be a foot pedal version. Jeep should be using an advanced parking break system for this application. |

| Reverse-Camera | |
|---|---|
| **Reverse-Camera** | Reverse-camera works properly, but difficult to understand/use; controls in a poor location. |

| Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use | |
|---|---|
| **Please indicate why the illumination/warning/indicator lights are difficult to understand/use; are in a poor location (check all that apply):** | The buckle seatbelt indicator needs to be moved. it sits in a position that is directly behind the RPM indicator (1000-1500 RPMs). This could be easily solved by moving it up or down. When moving at low speeds at the start of a trip (going through neighborhood, you can only see a little bit of the buckle seatbelt light). |

| Detail on High Rated Items | |
|---|---|
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | We're jeep people, we love our jeeps. This Grand Cherokee was our sixth jeep. |

| Interior lights | |
|---|---|
| **Interior lights** | Dome/map/interior lights broken/not working. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Vehicle Performance driving on Snow/Ice | |
|---|---|
| **Vehicle Performance driving on Snow/Ice** | Vehicle exhibits poor traction on snow/ice.<br>Vehicle exhibits poor steering on snow/ice. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Hand brake/parking brake control is poorly located | |
|---|---|
| **Why is the parking brake poorly located? (check all that apply):** | it's annoying. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/03/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6348311262 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K355361425 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 4955632 | ***System Key*** | 286831935 | ***Report Version*** | 4 | ***Open Date*** | 02/16/2015 |
| ***Close Date*** | 02/16/2015 | ***Narrative Date*** | 02/20/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What year were you born?** | [redacted] |
| **What price did you pay for your vehicle?** | 47,000 |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Consumer Reports ratings.<br>Kelley Blue Book.<br>Manufacturer?s website.<br>Vehicle test drive.<br>Image that the vehicle portrays.<br>Lifestyle.<br>Dealership information.<br>On-Line blogs or forums.<br>Recommendations from friends or family. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle you were considering:** | 2014.<br>Primary Considered Vehicle: New.<br>Acura.<br>MDX. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted]. |
| **Which of the following best describes the area you live in?** | Live in rural, work in city. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **Vehicle styling** | 5. |
| **Please tell us about the vehicle you replaced (if applicable)** | Audi. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |

### Automatic headlights broken/not working

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | All the time |
| **Please describe the trouble you experienced:** | Auto headlights do not go on or do not turn off consistently. I do not feel safe using this feature as it is inconsistent. |
| **Additional Comments:** | This too was brought in for servicing. Continues to happen |

### Engine will not start at all

| | |
|---|---|
| **Additional Comments:** | Brought to service twice |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **What best describes the no start condition?** | Engine does not crank at all. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | The vehicle did not recognize fob |
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **Please indicate when the starting trouble occurs:** | Warm condition - after vehicle is off for 1 - 6 hours. |

### Squeak/rattle/abnormal noises from center console

| | |
|---|---|
| **Additional Comments:** | Door difficult to open. Sometimes correct compartment does not open |

| Squeak/rattle/abnormal noises from center console | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Overview | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | I am incredibly frustrated with my new vehicle. I've had the vehicle in for service multiple times. I do not trust the vehicle any longer. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer.<br>Took to the dealer I purchased my vehicle from. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Text message feature does not work |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Did you review the Printed User Guide?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Did you review the Owner's Information DVD?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Was there information needed that was not included in the User Guide?** | Hill assist. |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Was the trouble resolved to your satisfaction?** | No. |

| Detail on Low Rated Items | |
|---|---|
| **You rated the value of your new car Low. Use this space to provide any specific comments you would like to share.** | I paid for a lot of features that do not work |
| **You rated difficult driving conditions (adverse weather, off-road) Low. Use this space to provide any specific comments you would like to share.** | Poor handling on snow/ice/winter |
| **You rated headlight illumination/performance during night-time driving Low. Use this space to provide any specific comments you would like to share.** | Auto dimming feature doesn't work |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Auto dimming, text messaging, collision avoidance, gas cap, handling, braking, glove boxes, interior noise |
| **You rated steering and handling (responsiveness, stability) Low. Use this space to provide any specific comments you would like to share.** | Poor handling in winter conditions |
| **You rated your attitude about the brand of your new car Low. Use this space to provide any specific comments you would like to share.** | Too many issues with vehicle |
| **You rated your attitude overall towards your new car Low. Use this space to provide any specific comments you would like to share.** | All of these issues with my jeep have made me distrust the vehicle. |
| **You rated navigation system route accuracy Low. Use this space to provide any specific comments you would like to share.** | Inaccurate. |
| **You rated your feelings about the durability of your new vehicle Low. Use this space to provide any specific comments you would like to share.** | Ive had so many issues with my vehicle even after servicing that I do not trust my vehicle |
| **You rated brake responsiveness/effort Low. Use this space to provide any specific comments you would like to share.** | Too long to brake |

| Text messaging broken/not working | |
|---|---|
| **Additional Comments:** | Text messaging feature has never worked with my vehicle. I've had the apple 4s and 6plus. Neither phone has worked with this feature. |
| **Please describe the trouble you experienced (check all that apply):** | Unable to receive audible notifications. |
| | Unable to receive visual notifications. |
| | Cannot hear playback audio. |
| | Text is not displayed on screen. |
| | Unable to return call to text sender. |
| | Unable to send/reply/forward text using a pre-formatted response. |
| | Unable to send/reply/forward text via voice recognition. |
| | Voice Command (VR button on steering wheel) does not recognize input. |
| | Sender information is not displayed. |
| | Sender information was incorrect or jumbled. |
| | Text audio playback does not pronounce text correctly. |
| | Voice Command (VR button on steering wheel) cut off before I was finished. |
| | Voice Command (VR button on steering wheel) takes too long to respond. |
| | Voice recognition playback does not work. |
| **Did this trouble occur after starting the vehicle?** | Yes. |
| **Do you have the Uconnect Access free form speech option?** | Yes. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Difficult driving conditions (adverse weather, off-road)** | 1. |
| **Integration with phones** | 2. |
| **Climate control operation (function and ease of use)** | 2. |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **Engine performance during acceleration** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Ride quality** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Head/leg/foot room** | 5. |
| **Navigation system route accuracy** | 1. |
| **Headlight illumination/performance during night-time driving** | 1. |
| **Steering and handling (responsiveness, stability)** | 1. |
| **Engine sound** | 3. |
| **Fuel economy and driving range** | 3. |
| **Integration with media players** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Is like to see the features work appropriately. |
| **Support for popular music/video formats** | 1. |
| **Brake responsiveness/effort** | 1. |
| **How do you feel about the durability of your new vehicle?** | 1. |
| **How do you feel about the VALUE of your new car? (i.e.** | 1. |
| **Safety and visibility while driving** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Location and usefulness of interior lighting** | 3. |
| **Clarity of sound** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **What are your favorite parts of your new vehicle?** | The body style |
| **What is your attitude overall towards your new car?** | 1. |
| **What is your attitude overall towards the BRAND of your new car?** | 1. |
| **Ease of getting into and out of vehicle** | 2. |
| **Interior noise level while driving** | 2. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Vehicle storage and space usage** | 3. |
| **Engine exhaust sound** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |

| Vehicle pulls noticeably to the left/right | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Vehicle pull is:** | Moderate. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Trouble occurs while traveling at these speeds (check all that apply):** | Medium speeds (26-45 MPH).<br>High speeds (46 MPH and above). |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **What direction does the vehicle pull when driving?** | Both Left and Right - Varies with conditions. |
| **Trouble occurs while traveling in these road conditions (check all that apply):** | Clear/dry road conditions. |

| Center console is difficult to open/close | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Please indicate why the center console is difficult to open/close (check all that apply):** | Latch/lock operation. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to open. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

| Blind spot monitoring/warning system is broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **Please indicate the trouble you experienced with the blind spot monitoring/warning system (check all that apply):** | Occurs regularly when nothing is in my blind spot. It's happened in my own driveway and when no other vehicles are around me. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | Nothing stands out |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |

| Lights | |
|---|---|
| **Lights** | Automatic headlights broken/not working.<br>Headlights aimed incorrectly.<br>Adaptive front lighting system broken/not working.<br>Automatic high-beam headlights broken/not working. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Blind spot monitoring/warning system is broken/not working.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Dents/dings were present on exterior body panels at delivery. |

| Fuel door difficult to open/close | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to open. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Please indicate where the fuel door trouble occurs:** | Fuel filler door release lever/cable. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Automatic high-beam headlights broken/not working | |
|---|---|
| **Please indicate the trouble experienced with the automatic high-beam headlights (check all that apply):** | Turns, hills, approaching vehicles<br>After turns, after hills , after vehicles pass |
| **Please describe conditions when this trouble occurs:** | Always |
| **Additional Comments:** | Vehicle was serviced for this. Continues to happen |

| Excessive wind noise | |
|---|---|
| **Please indicate the location of the wind noise (check all that apply):** | Driver's side front door.<br>Passenger's side rear window.<br>Passenger's side rear door.<br>Driver's side front door window.<br>Passenger's side front door.<br>Passenger's side front door window.<br>Passenger's side rear door window. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Additional Comments:** | I've had my 2014 Jeep GC Overland in the service dept several times. Problems continue. This is not right for a brand new car. I'm very dissatisfied. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Adaptive front lighting system broken/not working | |
|---|---|
| **Please indicate which headlight is not working properly (check all that apply):** | Driver's side headlight.<br>Passenger's side headlight. |
| **Please indicate the trouble experienced with the Adaptive Front Lighting System (check all that apply):** | Headlights do not reset to normal position.<br>Does not track properly while turning left.<br>Does not track properly while turning right.<br>Does not track properly while going downhill.<br>Does not track properly while going uphill. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please describe conditions when this trouble occurs:** | All the time |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Seats.<br>Steering, Handling, and Ride.<br>Engine.<br>Off-Road.<br>Transmission and Drivetrain.<br>Brake System.<br>Interior Climate Control.<br>Vehicle Exterior.<br>Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays. |

| Headlights aimed incorrectly | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please indicate which headlight is not aimed properly (check all that apply):** | Daytime running light not working. Brought to service dept 3 times. Still not working |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |

| Squeak/rattle/abnormal noises from glove box | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please describe in the box below where from the glove box the trouble with abnormal noises is located:** | The door |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Abnormal Noises | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from glove box.<br>Squeak/rattle/abnormal noises from center console. |

| Text Messaging |
|---|

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging broken/not working. |

| Steering and Handling | |
|---|---|
| **Steering and Handling** | Vehicle pulls noticeably to the left/right. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 507.226.3085 |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | 4s, 6plus |
| **Please choose your cell phone brand** | Apple. |
| **If known, please tell us your software version** | Latest version |
| **Please choose your cell phone carrier** | Verizon Wireless. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | I'm concerned that my issues continue to occur even after multiple servicing appts. I would like to pursue a buy back or vehicle trade. I'm convinced I have a lemon. If this is consistent with all Jeep GC then I will not buy one again nor will I recommend |
| **What has Chrysler done right?** | Taken my calls. Attempted servicing the vehicle. AJ Sawrey has been pleasant to deal with. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Vehicle exhibits poor braking when driving on snow/ice | |
|---|---|
| **Please indicate how poorly the vehicle performed:** | Takes too long to stop |
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| | Downhill. |
| **Trouble occurs at these speeds (check all that apply):** | When braking at medium speeds (>20 MPH). |
| | All speeds. |
| | When braking at very low speeds (0-10 MPH). |
| | When braking at low speeds (11-20 MPH). |
| **Additional Comments:** | I wanted a vehicle for winter conditions. Very disappointed in its performance. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe the nature of the poor braking issue you experienced (check all that apply):** | The level of braking is not as expected. |

| Engine Starting (hard to start/will not start) | |
|---|---|
| **Engine Starting (hard to start/will not start)** | Engine will not start at all. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working. |

| Vehicle exhibits poor handling when driving on snow/ice | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| **Additional Comments:** | Vehicle doesn't handle on snow as well as expected. Slips |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate how poorly the vehicle performed:** | Handling is somewhat worse than expected. |
| **Please describe the nature of the poor handling:** | The amount of steering corrections required make it difficult to make vehicle travel on the desired path around a corner. |
| **Trouble occurs at these speeds (check all that apply):** | 30-40 mph |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | Navigation system provides wrong directions. |
| **Please indicate which of the following best describes your concern (check all that apply):** | I've ended up at the wrong address multiple times. Not even on he correct street! |

| Navigation system works, but missing information; has incorrect information; gives wrong directions |
|---|

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | Audible alert sounds inappropriately and inconsistently |

| Dents/dings were present on exterior body panels at delivery | |
|---|---|
| **Additional Comments:** | Vehicle was covered in sap that had hardened on the vehicle. The interior carpet was dirty. The car was brought to dealer to have cleaned |

| Operation and Functionality | |
|---|---|
| **Operation and Functionality** | Center console is difficult to open/close. |

| Media | |
|---|---|
| **Media** | Radio. |

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | Lost preset stations four times. Brought in for servicing |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Additional Comments:** | Lost stations four times |

| Vehicle Performance driving on Snow/Ice | |
|---|---|
| **Vehicle Performance driving on Snow/Ice** | Vehicle exhibits poor braking when driving on snow/ice.<br>Vehicle exhibits poor handling when driving on snow/ice. |

| Wind Noise | |
|---|---|
| **Wind Noise** | Excessive wind noise. |

| Fuel filler door/cap | |
|---|---|
| **Fuel filler door/cap** | Fuel door difficult to open/close. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Remote Features. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM6EC2[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 09/20/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C051302112 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M207399206 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286914462 | ***Report Version*** | 3 | ***Open Date*** | 02/17/2015 |
| ***Close Date*** | 02/17/2015 | ***Narrative Date*** | 02/20/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Reverse-camera works properly, but difficult to understand/use; controls in a poor location

| | |
|---|---|
| **Additional Comments:** | The camera lens becomes too dirty/covered by ice, snow, road salt, dirt when driving and can't be used to adequately. |
| **Please indicate why the reverse-camera controls are difficult to understand/use; are in a poor location (check all that apply):** | field of view becomes blocked during winter weather (snow/ice) |

### About You

| | |
|---|---|
| **Price** | 4. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **Primary vehicle you were considering:** | LR4.<br>Land Rover.<br>2014.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | On-Line blogs or forums.<br>Vehicle test drive.<br>Features/Capabilities.<br>Internet research.<br>Previous experience with the vehicle/brand.<br>Automotive magazines.<br>Dealer/Salesperson interaction.<br>Image that the vehicle portrays.<br>Lifestyle. |
| **When considering this vehicle** | Research online.<br>Interact with dealership by phone.<br>Test drive the vehicle.<br>Visit the dealership. |
| **Please indicate your occupation.** | [redacted] |
| **What price did you pay for your vehicle?** | 49,000.00 |
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please tell us about the vehicle you replaced (if applicable)** | Volkswagen.<br>2010.<br>Jetta SportWagen.<br>Replaced Vehicle: Purchased New. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 27-28 mpg. |
| **Trade-in allowance** | 3. |
| **Ability to test drive** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Vehicle quality** | 5. |
| **Vehicle fuel economy** | 5. |
| **Financing options** | 3. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Dealership treatment** | 4. |
| **Vehicle availability** | 5. |

| About You | |
|---|---|
| **Vehicle styling** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Convenience of dealership location** | 4. |
| **What is your total household income (before taxes)?** | More than $200,000. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | interior carpet in the trunk area--dog hair just doesn't do well with the carpet |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Integration with media players** | 3. |
| **Support for popular music/video formats** | 3. |
| **Clarity of sound** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Integration with phones** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Climate control operation (function and ease of use)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **What is your attitude overall towards your new car?** | 5. |

| Overview | |
|---|---|
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **What information did you need that was not included in the Smartphone Application?** | A map of where the vehicle is parked/located would be very handy. Being able to have vehicle settings based on a specific smartphone being in the vehicle would also be very beneficial. |
| **Please explain further about your choice to recommend your vehicle:** | |

| Overview | |
|---|---|
| | The vehicle rides exceptionally well. The diesel engine and mileage has exceeded expectations. Great vehicle. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | The application needs to have the ability to pull up a map of where the vehicle is located. Additionally, it would help if the vehicle could send diagnostic information to the phone so that you could review more specific information about what maybe causing a check engine light or why a particular error message has popped up. Also, it takes a WHILE the application to turn the vehicle on. It usually takes upwards of 5 minutes for the application to turn the jeep on remotely. Of which, I've already made it to the vehicle and i'm on my way. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Overland Journal |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **DVD format is easy to understand and use** | 4 (agree). |
| **Information on the DVD is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the DVD** | 4 (satisfied). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |

| Hand Brake/Parking Brake | |
|---|---|
| **Hand Brake/Parking Brake** | Hand brake/parking brake control is poorly located. |
| | Hand brake/parking brake requires too much effort to apply/release. |

| Heated Steering Wheel | |
|---|---|
| **Heated Steering Wheel** | Heated steering wheel works properly, but is difficult to understand/use; controls are in a poor location. |

| Vehicle exhibits poor steering on snow/ice | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| **Please indicate how severe the issue is:** | Steering, vehicle control is not as smooth as I'd like for the advanced systems that are in the jeep. Can easily fishtail, slide in the jeep. |
| **Trouble occurs at these speeds (check all that apply):** | When maneuvering at very low speeds (0-5 MPH). |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Off-Road. |
| | Features/Controls/Displays. |
| | Brake System. |

| Heated steering wheel works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate why the heated steering wheel is difficult to understand/use; controls in a poor location (check all that apply):** | The heated steering wheel gets too hot sometimes. |
| **Additional Comments:** | The heated steering wheel needs to have a automatic cutoff after so many minutes. It can get exceptionally warm/hot and is usually not noticed until |

| Heated steering wheel works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| | I'm on the highway causing me to turn my attention away from driving the vehicle and to turning off the heated steering wheel. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | The collision avoidance system often reacts to my vehicle closing on vehicle that is turning (right). I understand what it's doing but the system activates when I'm fully aware of the driving situation which puts me in a worse situation for a rear-ending than a forward collision that i know I'm not about to have. |
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Overall operation is irritating and could cause accidents |

| Features and Controls | |
|---|---|
| **Features and Controls** | Heated Steering Wheel.<br>Interior lights.<br>Reverse-Camera. |

| Vehicle exhibits poor traction on snow/ice | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| **Trouble occurs at these speeds (check all that apply):** | When driving at low speeds (11-20 MPH). |
| **Please indicate how severe the issue is:** | Somewhat worse than expected. |
| **Please indicate the nature of the traction issue you experienced** | The jeep just doesn't seem to have the right traction when it comes to snow/ice. Might be more with regards to the tires that are on the jeep from factory than anything else. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Dome/map/interior lights broken/not working | |
|---|---|
| **Please indicate which interior light is the source of the trouble (check all that apply):** | At some point, the blue in-laid lights in the door pull and cubby stopped working. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |

| Hand brake/parking brake requires too much effort to apply/release | |
|---|---|
| **Please describe what requires too much effort (check all that apply):** | Releasing parking brake requires too much effort.<br>The Grand Cherokee Overland that we bought is a luxury SUV. The parking break should not be a foot pedal version. Jeep should be using an advanced parking break system for this application. |

| Reverse-Camera | |
|---|---|
| **Reverse-Camera** | Reverse-camera works properly, but difficult to understand/use; controls in a poor location. |

| Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use | |
|---|---|
| **Please indicate why the illumination/warning/indicator lights are difficult to understand/use; are in a poor location (check all that apply):** | The buckle seatbelt indicator needs to be moved. it sits in a position that is directly behind the RPM indicator (1000-1500 RPMs). This could be easily solved by moving it up or down. When moving at low speeds at the start of a trip (going through neighborhood, you can only see a little bit of the buckle seatbelt light). |

| Detail on High Rated Items | |
|---|---|
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | We're jeep people, we love our jeeps. This Grand Cherokee was our sixth jeep. |

| Interior lights | |
|---|---|
| **Interior lights** | Dome/map/interior lights broken/not working. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Vehicle Performance driving on Snow/Ice | |
|---|---|
| **Vehicle Performance driving on Snow/Ice** | Vehicle exhibits poor traction on snow/ice.<br>Vehicle exhibits poor steering on snow/ice. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Hand brake/parking brake control is poorly located | |
|---|---|
| **Why is the parking brake poorly located? (check all that apply):** | it's annoying. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBT9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/11/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6116311081 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M125353565 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 287606776 | ***Report Version*** | 1 | ***Open Date*** | 02/25/2015 |
| ***Close Date*** | 02/25/2015 | ***Narrative Date*** | 02/26/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### AM/FM/HD/Satellite radio channels have poor or no reception

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Highway most frequently but often intown |
| **Please indicate which frequency band has trouble (check all that apply):** | Intermittent loud pinging noise |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### About You

| | |
|---|---|
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Please indicate your ethnicity** | [redacted]. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **Please indicate your occupation.** | Health Care. |
| **Secondary vehicle in your household:** | 3/4 Ton Pickups.<br>Chevrolet.<br>Secondary Household Vehicle: Purchased New. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your primary language?** | English. |
| **Primary vehicle in your household:** | Grand Cherokee.<br>Jeep.<br>2014.<br>Primary Household Vehicle: Purchased New. |
| **What is your current marital status?** | Married. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Brake responsiveness/effort** | 3. |
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine performance during acceleration** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Integration with media players** | 4. |
| **Support for popular music/video formats** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Appearance of exterior paint** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Clarity of sound** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **What is your attitude overall towards your new car?** | 5. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Brakes vibrate/shudder excessively when applied | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Slow speeds, parking lots |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | Rainy/wet road conditions. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Auto braking at highway speeds with no vehicle near<br>Grinding sounds I parking lots |
| **Vibration is:** | Severe. |

| Heater takes too long to get hot | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate typical weather conditions when heater trouble occurs (check all that apply):** | Outside temperature below 50? F. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please tell us your cell phone model** | IPhone 6 |
| **Please choose your cell phone brand** | Apple. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes vibrate/shudder excessively when applied. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Heater takes too long to get hot.<br>Heating, ventilation and air conditioning doesn't maintain desired temperature. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Brake System. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| | Entertainment/Navigation System/Connectivity. |

| Media | |
|---|---|
| **Media** | Radio. |

| Overview | |
|---|---|
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Please explain further about your choice to recommend your vehicle:** | Dealership states they don't have advisory on my problems |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Noise with AM radio transmission highway driving, slow to heat interior to comfortable level, intermittent braking problems, doors unlock after walking away from locked car, intermittent difficulty opening car door requiring us of key fob |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 831-801-0739 |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Slow to advise dealership of customer complaints |
| **What has Chrysler done right?** | Dealership attempts to assist customer in ratifying problems |

| Heating, ventilation and air conditioning doesnt maintain desired temperature | |
|---|---|
| **At what internal temperature does the setting no longer maintain desired temperature (check all that apply):** | 70-75 degrees. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **Please indicate which HVAC zone does not maintain desired temperature (check all that apply):** | Front HVAC. |
| **Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):** | Outside temperature between 50 and 59 degrees. |

| Radio | |
|---|---|
| **Radio** | AM/FM/HD/Satellite radio channels have poor or no reception. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCTXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/02/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6065410773 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M094422859 | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 285954859 | ***Report Version*** | 5 | ***Open Date*** | 02/04/2015 |
| ***Close Date*** | 02/04/2015 | ***Narrative Date*** | 02/11/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### No Concerns

| | |
|---|---|
| **What information did you need that was not included in the Smartphone Application?** | GPS |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Other car manufacturers have included GPS tracking with their mobile apps. I understand Jeep is implementing this going forward on 2015+ model years. I hope this is made available for my 2014 Jeep. Additionally, I feel the $15 per month after the first year is not a good value for what is included. |
| **Please explain further about your choice to recommend your vehicle:** | Very satisfied with this vehicle. Have recommended it to several friends. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Motor Trend.<br>Car and Driver. |
| **Did you review the Owner's Information DVD?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | Remote start is my most used feature. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Oil change and tire rotation |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Did you review the Printed User Guide?** | No. |

### About You

| | |
|---|---|
| **Trade-in allowance** | 1. |
| **Vehicle quality** | 2. |
| **Vehicle styling** | 4. |
| **What is your primary language?** | English. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Internet research.<br>Features/Capabilities.<br>Recommendations from friends or family.<br>Value for the money.<br>Image that the vehicle portrays.<br>Price/Purchase Terms/Financing.<br>Automotive magazines. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Replaced Vehicle: Purchased New.<br>2004.<br>Grand Cherokee. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Which of the following best describes the area you live in?** | Suburban. |

| About You | |
|---|---|
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **Dealership treatment** | 1. |
| **Vehicle availability** | 3. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **Primary vehicle you were considering:** | MDX.<br>Acura.<br>Primary Considered Vehicle: New.<br>2014. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **When considering this vehicle** | Research online. |
| **What price did you pay for your vehicle?** | 48,800 |
| **How may children 17 or under live in your household?** | 0. |
| **Ability to test drive** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Price** | 3. |
| **Vehicle fuel economy** | 3. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Vehicle performance** | 4. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your occupation.** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **What year were you born?** | [redacted] |
| **Financing options** | 1. |
| **Convenience of dealership location** | 4. |
| **Please indicate your gender** | [redacted] |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ease of using system displays while driving** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Interior noise level while driving** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **What are your favorite parts of your new vehicle?** | Engine and Uconnect |
| **Integration with phones** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | No |
| **Clarity of sound** | 4. |
| **Support for popular music/video formats** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Fuel economy and driving range** | 4. |
| **Integration with media players** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM8EC4[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/07/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C257307440 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M008482914 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286066992 | ***Report Version*** | 5 | ***Open Date*** | 02/05/2015 |
| ***Close Date*** | 02/05/2015 | ***Narrative Date*** | 02/12/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Speakers have poor sound quality

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which media sources were being played (check all that apply):** | Satellite Radio.<br>FM.<br>Bluetooth Streaming. |
| **Trouble with speaker occurs:** | At all volume levels. |
| **Please indicate which speaker has trouble (check all that apply):** | Very tin like sound.. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

### About You

| | |
|---|---|
| **Dealership treatment** | 1. |
| **Vehicle styling** | 1. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Price** | 2. |
| **Primary vehicle you were considering:** | 2014.<br>Porsche.<br>Primary Considered Vehicle: New.<br>Cayenne. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **Please indicate your occupation.** | Executive / Managerial. |
| **Primary vehicle in your household:** | F-250 HD Crew Cab.<br>Ford.<br>Primary Household Vehicle: Purchased New. |
| **When considering this vehicle** | Interact with dealership by email.<br>Interact with dealership by phone.<br>Research online.<br>Test drive the vehicle.<br>Visit the dealership. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Urban. |
| **Financing options** | 1. |
| **Vehicle performance** | 1. |
| **Convenience of dealership location** | 2. |
| **Trade-in allowance** | 2. |
| **Secondary vehicle you were considering:** | 2014.<br>Range Rover Sport.<br>Land Rover.<br>Secondary Considered Vehicle: New. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please tell us about the vehicle you replaced (if applicable)** | M-Class.<br>Mercedes-Benz.<br>Replaced Vehicle: Purchased New. |

| About You | |
|---|---|
| | 2012. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | They did not have the one we wanted in stock |
| **Please indicate your highest education level** | 4 year college degree. |
| **Vehicle availability** | 5. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Kelley Blue Book.<br>On-Line blogs or forums. |
| **Please indicate your gender** | Male. |
| **What is your current marital status?** | Married. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Ability to test drive** | 1. |
| **Vehicle quality** | 1. |
| **Vehicle fuel economy** | 1. |

| Overview | |
|---|---|
| **Information on the DVD is easy to find and access** | 2 (disagree). |
| **Please rate your overall level of satisfaction with the DVD** | 2 (dissatisfied). |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **DVD format is easy to understand and use** | 3 (neither agree nor disagree). |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer.<br>Took to the dealer I purchased my vehicle from. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | Bulleted points |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Please provide feedback on how Chrysler can improve the DVD** | It makes sense to do this via an interactive website |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **What have you used to view your DVD? (check all that apply)** | Mac Computer. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ease of using system displays while driving** | 3. |
| **Support for popular music/video formats** | 3. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Interior noise level while driving** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **Seat adjustment and comfort** | 4. |
| **Safety and visibility while driving** | 4. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Steering wheel adjustment** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 2. |
| **Integration with media players** | 3. |
| **Navigation system route accuracy** | 3. |
| **Exterior design and appearance (overall impression)** | 3. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine exhaust sound** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Appearance of exterior paint** | 3. |
| **Ease of getting into and out of vehicle** | 3. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Clarity of sound** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Integration with phones** | 3. |
| **Vehicle storage and space usage** | 3. |
| **Head/leg/foot room** | 3. |
| **Engine sound** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Brake responsiveness/effort** | 5. |

| Assist button works but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call | |
|---|---|
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **Sound quality is poor: (check one)** | For the receiver of the call. |
| **Does the issue occur when speaking at regular volume?** | Yes. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **At other times during use does your phone have poor call quality?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control. |
| | Steering, Handling, and Ride. |
| | Features/Controls/Displays. |
| | Entertainment/Navigation System/Connectivity. |
| | Vehicle Exterior. |

| Strut problem/shock absorber problem | |
|---|---|
| **Please indicate where the strut/shock problem occurs:** | Rear. |
| **Please describe conditions when this trouble occurs:** | Loud bang when I go over a bump.. 4x4 should not have that happen dealership told me that it was standard |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Search engine | |
|---|---|
| **Bing** | Search engine works but is difficult to understand/use. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | 5s |
| **Please choose your cell phone carrier** | AT&T Mobile. |

| Assist Button | |
|---|---|
| **Assist Button** | Assist button works but is difficult to understand/use. |

| Search engine works but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please describe the trouble you experienced:** | Logic seems to be disoriented. |

| Memory mirrors are broken/not working | |
|---|---|
| **Please indicate which memory mirror is broken/not working properly (check all that apply):** | They do not fold when car is locked<br>Passenger's side exterior mirror. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Rear view mirrors (interior/exterior) | |
|---|---|
| **Rear view mirrors (interior/exterior)** | Memory mirrors are broken/not working. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Front collision avoidance needs to have more distance to it.. Mine only goes off after something is about 10ft from the front of the car and the auto brakes do not apply till about 3ft |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Points of Interest incorrect.<br>Points of Interest not well defined. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Search Engine.<br>Assist Button.<br>Remote Features. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers have poor sound quality. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | it seems not to hear my commands |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 5,000-6,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Points of Interest not well defined | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Not enough detail |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system has poor sound quality at far end. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Rear view mirrors (interior/exterior).<br>Voice Activiation System. |

| Ride | |
|---|---|
| **Ride** | Strut problem/shock absorber problem. |

| Wifi Hot Spot Connection | |
|---|---|
| **Wifi Hot Spot Connection** | Wifi Hot Spot Connection has intermittent connection. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJGXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/03/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6113311037 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K122363497 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 287603375 | ***Report Version*** | 2 | ***Open Date*** | 02/10/2015 |
| ***Close Date*** | 02/21/2015 | ***Narrative Date*** | 02/27/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Features and Controls

| | |
|---|---|
| **Features and Controls** | Cigarette Lighter/Accessory Power Plug.<br>Wipers and washers.<br>Active Suspension System. |

### Displays and Instruments

| | |
|---|---|
| **Displays and Instruments** | Clock works properly, but is difficult to understand/use; controls/displays are in a poor location. |

### Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location

| | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Too many adjustments on control stick not visible<br>Too many adjustments rear and front wipers on same control stick |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Not visible use sense of touch to find to find features<br>Operation of key fob is confusing/doesn't make sense.<br>Controls require too much attention (must take eyes off the road) to operate. |
| **Please indicate which feature's controls are difficult to understand/use (check all that apply):** | Windshield wipers. |

### Wipers and washers

| | |
|---|---|
| **Wipers and washers** | Rain sensing wiper controls work properly, but difficult to understand/use; in a poor location.<br>Rear window wiper/washer controls work properly, but difficult to understand/use; in poor location.<br>Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location. |

### Welcome

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 20,000-29,999. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

### Rain sensing wiper controls work properly, but difficult to understand/use; in a poor location

| | |
|---|---|
| **Additional Comments:** | Too many control features on the same control |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT3EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/30/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6098310495 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M088380200 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286433334 | ***Report Version*** | 5 | ***Open Date*** | 02/11/2015 |
| ***Close Date*** | 02/11/2015 | ***Narrative Date*** | 02/18/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Contact Me

| | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

### Squeak/rattle/abnormal noises from headliner

| | |
|---|---|
| **Please describe in the box below where from the headliner the trouble with abnormal noises is located:** | Above driver head and other spots, too |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe conditions when this trouble occurs:** | driving over less than newly paved roads |

### Hard controls/menus: Front Screen Display: Other Concerns

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | At random |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe the other trouble you experienced:** | loss of touchscreen response |

### Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location

| | |
|---|---|
| **Additional Comments:** | Not as intuitive as GM. Too many features/gimmics to go wrong |
| **Please indicate which of the following best describes your concern (check all that apply):** | Too many recalls, volume has mind of it's own. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **Brake responsiveness/effort** | 4. |
| **Clarity of sound** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 2. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Integration with phones** | 4. |
| **Interior noise level while driving** | 4. |
| **Safety and visibility while driving** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Engine performance during acceleration** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Too many gimmicks, too many recalls and returns to dealer. |
| **Navigation system route accuracy** | 1. |
| **Ease of using system displays while driving** | 2. |
| **What is your attitude overall towards your new car?** | 2. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Integration with media players** | 3. |
| **Support for popular music/video formats** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Fuel economy and driving range** | 2. |
| **Climate control operation (function and ease of use)** | 3. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Engine sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **What are your favorite parts of your new vehicle?** | Engine/Transmission: power and sound. |

| About You | |
|---|---|
| **Primary vehicle in your household:** | 2008.<br>Primary Household Vehicle: Purchased Used.<br>HUMMER.<br>H3. |
| **Secondary vehicle in your household:** | Jeep.<br>Wrangler.<br>2003.<br>Secondary Household Vehicle: Purchased Used. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Please indicate your highest education level** | Trade / technical school. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please indicate your occupation.** | [redacted] |
| **Which of the following best describes the area you live in?** | Rural. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |

| Overview | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays.<br>Interior Trim/Storage/Windows. |

| Hard Controls/Menu |
|---|
| **Hard Controls/Menu** |

| Hard Controls/Menu | |
|---|---|
| | Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location. |
| | Hard controls/menus: Front Screen Display: Other Concerns. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but traffic information doesn?t work / or is difficult to understand. |
| | Points of Interest not well defined. |
| | Navigation system freezes-up/will not work. |
| | Navigation system works, but missing information; has incorrect information; gives wrong directions. |
| | Difficulty accessing Points of Interest. |
| | Points of Interest incorrect. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Wipers and washers. |
| | Adjustable Height Control. |
| | Active Suspension System. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | 5S, 6 |
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Apple. |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Nowher near as comprehensive or as accurate as Google Maps or Waze |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 20,000-29,999. |
| **Are you the primary driver of this vehicle?** | No. |

| Adjustable Height Control | |
|---|---|
| **Adjustable Height Control** | Adjustable height control is broken/not working. |

| Rain sensing wipers are broken/not working properly | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | Navigation system provides wrong directions. |
| | Map contains incorrect information. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Navigation system gives wrong directions. |
| | Navigation system has incorrect information. |

| Navigation system freezes-up/will not work | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | various- no pattern |

| Adjustable height control is broken/not working | |
|---|---|
| **Additional Comments:** | To gimmiky- another point of failure |

| Points of Interest not well defined | |
|---|---|
| **Additional Comments:** | Will not purchase navigation again from jeep. Sub par-smart phone is much better. just integrate a cell phone holder! |

| Active Suspension System | |
|---|---|
| **Active Suspension System** | Active suspension system is broken/not working. |

| Squeak/rattle/abnormal noises from door panels | |
|---|---|
| **Please indicate which interior door panels had abnormal noises (check all that apply):** | Rear liftgate. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Wipers and washers | |
|---|---|
| **Wipers and washers** | Rain sensing wipers are broken/not working properly. |

| Abnormal Noises | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from door panels.<br>Squeak/rattle/abnormal noises from headliner. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Survey is too long. |

| Active suspension system is broken/not working | |
|---|---|
| **Please describe the trouble experienced with the active suspension system:** | Waste of engineering |

| Detail on High Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Put the hemi and 8 speed in a wrangler. Build a special edition to replace aging Hummers and Toyota FJs. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFJT5EC[redacted] | **Model Year** | 2014 | **Body** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| **Built Date** | 03/28/2014 | **Market** | U | US | **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| **Engine** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | **Serial#** | 6049410878 | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | **Serial#** | M052400980 | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 286433903 | **Report Version** | 5 | **Open Date** | 02/11/2015 |
| **Close Date** | 02/11/2015 | **Narrative Date** | 02/18/2015 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### What Can We Do Better?

| | |
|---|---|
| **Feedback/Concerns:** | I bought a Summit with the HEMI. For well over $3,000 you would think Jeep could put something on the outside of the vehicle that says its a HEMI. |
| **What has Chrysler done right?** | Basically everything else. |

### About You

| | |
|---|---|
| **What is your total household income (before taxes)?** | $125,000 - $149,999. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Secondary vehicle in your household:** | 2006.<br>Chevrolet.<br>HHR.<br>Secondary Household Vehicle: Purchased Used. |
| **Convenience of dealership location** | 3. |
| **Financing options** | 3. |
| **Vehicle styling** | 5. |
| **Primary vehicle you were considering:** | A5.<br>Audi.<br>2014.<br>Primary Considered Vehicle: Used. |
| **Primary vehicle in your household:** | Camaro.<br>Chevrolet.<br>Primary Household Vehicle: Purchased Used.<br>2011. |
| **What is your primary language?** | English. |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased Used.<br>2014.<br>Grand Cherokee.<br>Jeep. |
| **Dealership treatment** | 1. |
| **Vehicle quality** | 1. |
| **Vehicle fuel economy** | 2. |
| **Secondary vehicle you were considering:** | 2013.<br>Touareg.<br>Secondary Considered Vehicle: Used.<br>Volkswagen. |
| **Vehicle availability** | 3. |
| **Trade-in allowance** | 3. |
| **Price** | 4. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Features/Capabilities.<br>Internet research.<br>Vehicle test drive. |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **When considering this vehicle** | Research online.<br>Test drive the vehicle.<br>Visit the dealership. |
| **Which of the following best describes the area you live in?** | Rural. |
| **What year were you born?** | [redacted] |
| **Vehicle performance** | 1. |
| **What price did you pay for your vehicle?** | 48000 |
| **Ability to test drive** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your gender** | [redacted]. |
| **Please indicate your occupation.** | [redacted] |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Integration with phones** | 2. |
| **Support for popular music/video formats** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | I want it to say HEMI |
| **What are your favorite parts of your new vehicle?** | interior comfort & exterior look |
| **Fuel economy and driving range** | 2. |
| **Integration with media players** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Clarity of sound** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

| Overview | |
|---|---|
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | make texting with the iphone work |
| **Please explain further about your choice to recommend your vehicle:** | This JGC Summit BLOWS away my Cadillac SRX. I mean totally BLOWS it away. I would drive this over the SRX any day. It is much better in every aspect. |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Vehicle Exterior. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Detail on High Rated Items | |
|---|---|
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | I had an 2014 Overland - the Summit is supposed to have so much better of an audio system. It doesn't. It's not better at all. But the Overland audio system was pretty awesome. |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | I just want to sit in it all day. If it got better gas mileage, I would drive it in circles just to drive it |
| **You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.** | Does it have gears? Do they change? Just kidding - you never feel it shifting. Ever. Well - unless my husband is driving, he thinks its a race car. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | I just love the way this car drives. I drove an GC Altitude, thought it was nice, BUT wow was I wrong. The Summit is a simply amazing vehicle. I stated early I drove a Cadillac SRX, which did NOT live up the Cadillac hype. Just an expensive car with a fancy logo on it. The Summit, however, just simply WOW. Worth every penny. It's only been 2,000 miles - I hope it doesn't turn out be a lemon and disappoint me. |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | |

| Detail on High Rated Items | |
|---|---|
| | My second non-GM vehicle in my life (and I'm over 40 so that's a long time). The first was a Dodge (I can't believe you are owned by the same company - Dodge sucks). This is my second. I love it. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | brakes light scares the crap out of me when its flashing and the car brakes. It has only done it twice, and both times when not necessary - the vehicle in front of me was making a left hand turn, was out of my path but the car scared the shit out of me. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG6EC4[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/12/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6030420124 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K041461046 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 287604436 | ***Report Version*** | 2 | ***Open Date*** | 02/11/2015 |
| ***Close Date*** | 02/22/2015 | ***Narrative Date*** | 02/27/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Detail on High Rated Items

| | |
|---|---|
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | Brakes work well, the Auto matic... braking makes me a little nervous.... warning goes off with no one around.... and the lens is clean..... |
| **You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.** | easy to use and good range of temps and fan.. |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | improve being able to know the location of right front fender, can not know sheet metal location. |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | my error, no issues , quiet . |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | my salesman was very helpful, pluses for him. |
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | Siri option is super !! |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | sound look, sturdy again, not overly busy, smooth look, yet a bit of edgy, defined style |
| **You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.** | very good rear ratio range, per the lower torque of the V-6 ... works well |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Interior was much improved over my 2003, fun and very comfortable with all the NEW features |
| **You rated ride quality High. Use this space to provide any specific comments you would like to share.** | very smooth on new asphalt less so on old concrete roads,,, bumpy, per each vein in the road surface,,,,,,, |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | Well so far it seems as good as the last Jeep, but i think the sheet metal alloy is lighter... seems a bit thin... |
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | Yes, tires and wheel rims to be a paired well per height, width.... design of wheels |
| **You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.** | excellent |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | firm and soft seat support per lower back and seat area, seat ventilation works well per warmer weather |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | keep the interior lush, it is almost a little "thin", but nice, i just hope it holds up |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | looks to be solid, a sturdy... |
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | nice sound system quality |
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | no issues for me, I am[redacted] lbs. |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | style but smooth, no lumpy curves or swirles.. many SUV's are just too busy with curves.... and waves.... nuts.... |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | works very good.... |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | works well, self leveling... |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | lack of ability to know the true location of right front fender to my garage door opening, very hard to know how close i am... i now have a smear to fix in the spring at the local Ding" shop.... |
| **Clarity of sound** | 4. |
| **Integration with media players** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Engine performance during acceleration** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Ride quality** | 5. |
| **Seat adjustment and comfort** | 4. |
| **Safety and visibility while driving** | 4. |
| **What are your favorite parts of your new vehicle?** | Much nicer interior |
| **Ease of using system displays while driving** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Integration with phones** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 4. |
| **Fuel economy and driving range** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Location and usefulness of interior lighting** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Support for popular music/video formats** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |

| Seat material concerns | |
|---|---|
| **Please describe conditions when this trouble occurs:** | normal driving and temperatures, heater is off. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Seat material trouble is:** | Seat material sags/wrinkles or is loose fitting/unsecured. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please indicate which seat has trouble with its material (check all that apply):** | the material gives a little and i feel the seat springs? move a bit, so i am thinking it may have issues in the near future.... |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | style and comfort, doing better per road noise, but tire noise is still there... NEW car tires have nice deep treads to deliver a smooth ride.... then the tread cures... hardens a little and it changes... Yes, i was in the tire business, New tires help sell new cars... do maybe ask Michelin to have deeper treads and more sipes per tire, those are the little cuts in the tread for shock absorbtion and traction.... +++++ . Soft ride is in Play NOW, the |

| What Can We Do Better? | |
|---|---|
| | German SUV's are stiff..... and hard right out of the gate. I drove the Porche and Audi.... no thank you. |

| Overview | |
|---|---|
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | texting.... nuts.... still do not know how, and when driving cannot do it safely... i guess. still in the dark=sun, rain..... ;-) |
| **Please explain further about your choice to recommend your vehicle:** | this is our third Jeep.... I like them per the height and overall quality and performance, I just spend $ 48,000.00 for a work car, casual driving in Denver.... I would like a little more torque out of the V-6, i had a V-8 before, you can tell the difference. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 2 (dissatisfied). |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **What information did you need that was not included in the Smartphone Application?** | hole in it .... have you read it....? |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | Last called numbers listing..... |
| **Printed User Guide covers the necessary features** | 2 (disagree). |
| **Smartphone Application covers the necessary features** | 2 (disagree). |
| **Which feature or section of the Printed User Guide did you find least helpful and why?** | The darn instructions for the BlueTooth phone, internet, texting is nuts ! really, you again need prior Jeep owners to read it and assume no one is a Computer/Phone Tech, please give it a good review..... nutty really, it just puts a load on the Dealer who is also NOT a Tech per electronics, they did try their best , but tons.... of features to explain how and why to use..... |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Have someone read it who is NOT a Tech, average guy or gay, or grandma... YES, take the time please |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | Have the guide read by current Jeep owners prior to printing.... this is the time to review manuals and owner tips..... |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Read my auto friend's magazines and on Saturday newspaper sections and the New York Times Auto sections. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | the salesman helped me get some basic stuff setup but there is soon much more..... |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |

| Seat Squeak/Rattle | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Please indicate which seat has a squeak/rattle (check all that apply):** | Driver's seat. |
| **Seat Squeak/Rattle** | Seat Squeak/Rattle. |
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Exterior light controls work properly, but difficult to understand/use; in a poor location |
|---|

| Exterior light controls work properly, but difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | says it all.....<br>need to be located higher up, important control... !!! |
| **Please indicate which of the following best describes your concern (check all that apply):** | located too low and angled downward.... |
| **Please indicate which exterior light feature's controls are difficult to understand/use; are in a poor location (check all that apply):** | knob is not reachable, when moving.... dangerous.... |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Steering, Handling, and Ride.<br>Interior Climate Control.<br>Features/Controls/Displays.<br>Seats.<br>Vehicle Exterior. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Side window operation/controls.<br>Light switches/controls.<br>Wipers and washers. |

| Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate which feature's controls are in a poor location (check all that apply):** | Front wipers |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | have to reach around wheel and look down....<br>YES>>>>><br>which position to see and set when car is moving |
| **Please indicate which of the following best describes your concern (check all that apply):** | the lever is behind the steering wheel and dangerous to activate when need quickly . |
| **Please indicate which feature's controls are difficult to understand/use (check all that apply):** | poor location to use when car is in motion.... |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Your [redacted] Cel |

| Side window works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Window controls need to have a lock out feature which a kid or pet cannot defeat from another seat if the button is pressed manually by kid or dog... push button window goes down when the lock out button is push in on divers door side, and dog or kid falls out !!! |

| Seat Material | |
|---|---|
| **Seat Material** | Seat material concerns. |

| Steering, Handling, and Ride>Tires> | |
|---|---|
| **Tires** | Tires make excessive road noise while driving. |

| Tires make excessive road noise while driving | |
|---|---|
| **Trouble occurs while traveling at these speeds (check all that apply):** | All speeds. |
| **Trouble occurs while traveling in these road conditions (check all that apply):** | I am keeping the tire pressure at 35 lbs warm temp. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Body panels/doors misaligned/excessive gaps/poor fit. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

## Displays and Instruments

### Body panels/doors misaligned/excessive gaps/poor fit

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Please indicate the location of the trouble (check all that apply):** | panel seam alignment, it is all about the site lines with with paint. |

### Light switches/controls

| | |
|---|---|
| **Light switches/controls** | Exterior light controls work properly, but difficult to understand/use; in a poor location. |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Wow, you missed, "it goes off without any car around" i think the sunlight rays effect the lens, and yes, i do clean it and it still goes off. |

### Side window operation/controls

| | |
|---|---|
| **Side window operation/controls** | Side window works properly, but is difficult to understand/use; controls are in a poor location. |

### Wipers and washers

| | |
|---|---|
| **Wipers and washers** | Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/29/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6109310882 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K119361480 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286584506 | ***Report Version*** | 5 | ***Open Date*** | 02/12/2015 |
| ***Close Date*** | 02/12/2015 | ***Narrative Date*** | 02/19/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Primary vehicle in your household:** | 2011.<br>Prius.<br>Toyota.<br>Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | 2014.<br>Grand Cherokee.<br>Secondary Household Vehicle: Purchased Used.<br>Jeep. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Please indicate your highest education level** | 2 year college degree. |
| **What is your total household income (before taxes)?** | More than $200,000. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **What is your attitude overall towards your new car?** | 3. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **Clarity of sound** | 3. |
| **Integration with media players** | 3. |
| **Support for popular music/video formats** | 3. |
| **Interior noise level while driving** | 3. |
| **Fuel economy and driving range** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | better technology |
| **What are your favorite parts of your new vehicle?** | the looks is really nice |
| **Navigation system route accuracy** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Rear view styling (rear fascia, bumper)** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Steering and handling (responsiveness, stability)** | 3. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **How do you feel about the durability of your new vehicle?** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Safety and visibility while driving** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Ride quality** | 4. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Integration with phones** | 3. |
| **Engine exhaust sound** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Brake responsiveness/effort** | 4. |

| Excessive wind noise | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate the location of the wind noise (check all that apply):** | Front windshield.<br>Driver's side rear door.<br>Driver's side rear door window.<br>Driver's side front door.<br>Driver's side front door window. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Rear tail lights/brake lights/reverse lights/turn signal lights inoperative | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate which rear lights were inoperative (check all that apply):** | lights stay on after vehicle is off |

| Overview | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | when i first got the vehicle i was really happy 2 of my friends got the vehicle after me thanks to my reviews for the first few week but after a few month with the vehicle my reviews are not that good anymore a think to many problems in 20 month or so |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

| Fuel door difficult to open/close | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to close. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate where the fuel door trouble occurs:** | Fuel filler door. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Visible rust/corrosion | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | 20,000-29,999. |
| **Please indicate the location of the rust/corrosion (check all that apply):** | Passenger's side rear door.<br>Rear bumper. |

| Brake System Components | |
|---|---|
| **Brake System Components** | ABS system/sensors. |

| Steering system/wheel is difficult to turn | |
|---|---|
| **Trouble occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **Trouble occurs while traveling at these speeds (check all that apply):** | All speeds. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Controls too small. |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Navigation system controls. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location. |

| Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to understand.<br>Difficult to use. |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Heating, Cooling, Ventilation controls.<br>Radio channel preset buttons.<br>Tuner control. |
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Touchscreen is slow to respond. |

| Exterior Light Failure | |
|---|---|
| **Exterior Light Failure** | Exterior Light Failure. |
| **Please indicate which light has failed (check all that apply):** | Passenger's side tail light. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working.<br>Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location.<br>Hard controls/menus: Front Screen Display is broken/not working.<br>Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.<br>Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location.<br>Hard controls/menus: Front Screen Display: Other Concerns. |

| Headlights aimed incorrectly | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Fog/water/condensation in exterior light lenses | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):** | Driver's side headlight. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| | Navigation system works, but missing information; has incorrect information; gives wrong directions. |
| | Difficulty accessing Points of Interest. |
| | Navigation system screen is in a poor location. |
| | Points of Interest incorrect. |
| | Navigation system works, but traffic information doesn?t work / or is difficult to understand. |
| | Points of Interest not well defined. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Navigation system gives wrong directions. |
| | Navigation system has incorrect information. |
| | Navigation system is missing information. |
| **Please indicate which navigation system item has trouble (check all that apply):** | Map is missing information. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Steering, Handling, and Ride. |
| | Entertainment/Navigation System/Connectivity. |
| | Vehicle Exterior. |
| | Features/Controls/Displays. |
| | Interior Climate Control. |

| Navigation system freezes-up/will not work | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |

| ABS system/sensors | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to a different dealer than the one I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Entertainment/Navigation System/Connectivity** | Apple Car play please |
| **Please choose your cell phone brand** | Apple. |
| **If known, please tell us your software version** | iOS |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Visible rust/corrosion. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition finishes before completing a command. |
| | Voice Recognition feature does not have enough functions available. |
| | Unnatural sounding voice or difficult to understand. |
| | Voice Activation / Recognition doesn't recognize command. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | When entering information. |
| | When stating a name. |
| **Do you usually set HVAC vent direction toward ceiling?** | Yes. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 20,000-29,999. |

| Unnatural sounding voice or difficult to understand | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | Yes. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | When entering information. |

| Lights |
|---|
| |

| Lights | |
|---|---|
| **Lights** | Adaptive front lighting system broken/not working.<br>Rear tail lights/brake lights/reverse lights/turn signal lights inoperative.<br>Exterior Light Failure.<br>Fog/water/condensation in exterior light lenses.<br>Headlights aimed incorrectly.<br>Headlights not bright enough. |

| Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please indicate why the front screen is difficult to understand/use (check all that apply):** | Display too small. |

| Wind Noise | |
|---|---|
| **Wind Noise** | Excessive wind noise. |

| Adaptive front lighting system broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate which headlight is not working properly (check all that apply):** | Passenger's side headlight. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate the trouble experienced with the Adaptive Front Lighting System (check all that apply):** | Does not track properly while going uphill.<br>Does not track properly while turning left. |

| Rear Seat Entertainment | |
|---|---|
| **Rear Seat Entertainment** | Rear seat entertainment media port connections. |

| Rear seat entertainment media port connections | |
|---|---|
| **Rear seat entertainment media port connections** | Rear seat entertainment media port connections broken/not working. |

| Headlights not bright enough | |
|---|---|
| **Additional Comments:** | the major problem i have with the jeep is the Uconnect to slow,crashes all the time lags a little . With the apperance the tail lights i think should be led for a better look the led in the front should be brighter , the FCW sometimes applied the break even if the car in front of me is far away , some times my USB port just don't work, |
| **Please describe conditions when this trouble occurs:** | while I'm driving the jeep |

| USB connection is broken/not working | |
|---|---|
| **Please indicate if you are able to do either of the following (check all that apply):** | Charge devices. |
| **Please describe the trouble you experienced (check all that apply):** | Device does not stay connected. |
| **Where is the location of the media port?** | Rear seat.<br>Center console. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to understand. |
| **Please indicate why the front screen is difficult to understand/use (check all that apply):** | Display too small. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working.<br>Touchscreen Controls/Menu: Front Screen Display is broken/not working.<br>Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.<br>Touchscreen Controls/Menu: Front Screen Display difficult to understand/use; in a poor location.<br>Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Hard controls/menus: Front Screen Display is broken/not working | |
|---|---|
| | screen is to small |

| Hard controls/menus: Front Screen Display is broken/not working | |
|---|---|
| **Please indicate your concern with front screen display (check all that apply):** | |

| Other Components | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

| Other component(s) replaced (not listed previously) | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to a different dealer than the one I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **How much did the replacement cost?** | Under $100. |

| USB connection issues | |
|---|---|
| **USB connection issues** | USB connection is broken/not working. |

| Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to understand. |

| Fuel filler door/cap | |
|---|---|
| **Fuel filler door/cap** | Fuel door difficult to open/close. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Steering and Handling | |
|---|---|
| **Steering and Handling** | Steering system/wheel is difficult to turn. |

| Navigation system works, but traffic information doesn.t work / or is difficult to understand | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | Traffic information does not display at all. |

| Media | |
|---|---|
| **Media** | USB connection issues. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Wipers and washers. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG8EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/10/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6119310548 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K128361236 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286585120 | ***Report Version*** | 5 | ***Open Date*** | 02/12/2015 |
| ***Close Date*** | 02/12/2015 | ***Narrative Date*** | 02/19/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Contact Me

| | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 973-715-2171 |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

### Overview

| | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | Not with the forward collision system or the auto gear selector |
| **Which automotive publications do you subscribe to? (check all that apply)** | Auto Week.<br>Consumer Reports ratings.<br>Road and Track.<br>Car and Driver.<br>Motor Trend.<br>Automobile. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Going back again for forward collision braking |

### Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Engine performance during acceleration** | 4. |
| **Fuel economy and driving range** | 4. |
| **Ride quality** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 1. |
| **Vehicle storage and space usage** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Clarity of sound** | 4. |
| **Integration with media players** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Support for popular music/video formats** | 4. |
| **Appearance of exterior paint** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | Fix Collision Warning gear selector |
| **What is your attitude overall towards your new car?** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Seat adjustment and comfort** | 3. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Head/leg/foot room** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **What are your favorite parts of your new vehicle?** | Styling |
| **Safety and visibility while driving** | 1. |
| **Navigation system route accuracy** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Steering wheel adjustment** | 4. |
| **Engine exhaust sound** | 4. |

| Gear selector is difficult to operate (auto. trans.) | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | Not accurate, horrible design |
| **Why is the gear selector difficult to operate?** | Other (please describe). |
| **Additional Comments:** | Realized when i test drove it but thought I would get used to it, never buy another car with this in it though |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| About You | |
|---|---|
| **Please indicate your occupation status.** | Employed. |
| **Secondary vehicle in your household:** | Frontier.<br>2014.<br>Nissan.<br>Secondary Household Vehicle: Purchased New. |
| **Please indicate your occupation.** | Other. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Primary vehicle in your household:** | S60.<br>Primary Household Vehicle: Purchased New.<br>2013.<br>Volvo. |
| **What year were you born?** | 1[redacted] |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **What is your primary language?** | English. |
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Please indicate your ethnicity** | [redacted]. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |

| Automatic Transmission | |
|---|---|

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Slips/will not engage gear properly/shifts erratically.<br>Gear selector is difficult to operate (auto. trans.). |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Exterior Design, interior Design and U connect interface is easy to use |
| **Feedback/Concerns:** | My current concern is that the car will brake on its own out of nowhere with no warning and nothing around, it's dangerous |

| Slips/will not engage gear properly/shifts erratically | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply):** | Gear Selecter is not accurate<br>Reverse. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | Car brakes on its own, without warning with forward collision |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Jerks |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Transmission and Drivetrain. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/05/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6074310899 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K094363035 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286653739 | ***Report Version*** | 7 | ***Open Date*** | 02/13/2015 |
| ***Close Date*** | 02/13/2015 | ***Narrative Date*** | 02/25/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Detail on High Rated Items

| | |
|---|---|
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | I have had no problems with paint, fit or finish. |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | I was very pleased and surprised with the performance of the V6. |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | It's a Jeep! |
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | My "dumb" phones work perfectly with it. |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | See above |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | See above. |
| **You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.** | The OEM tires aren't very good, but the vehicle has performed well despite them. I expect even better handling when I replace them with good AT tires. |
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | The Quadralift and entry/exit mode makes this an exceptionally easy 4x4 to get in and out of. |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | The vehicle stops quickly when it must. |
| **You rated the value of your new car High. Use this space to provide any specific comments you would like to share.** | This is the most expensive vehicle I have ever purchased and I don't regret a penny of it. |
| **You rated ride quality High. Use this space to provide any specific comments you would like to share.** | Exceptionally comfortable. |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | I have had to perform several emergency maneuvers on the highway to avoid idiots and the vehicle has performed flawlessly, impressive for such a heavy vehicle. |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | In sport mode, the exhaust has a pleasant deep throated sound. |
| **You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.** | On my recent trip, the V6 averaged around 25 miles to the gallon on the expressway. Much better than my old Tahoe which would top out at about 18. |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | Quiet inside, |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | See above |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | Sharp looking vehicle, though it lacks the macho appearance of my former 4x4's. |
| **You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.** | The blind spot warning system is the basis for this rating. |
| **You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.** | The map lights and subdued interior lights work well without interfering with night vision through the windshield. |
| **You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.** | The vehicle seems as tough as my old 78 Bronco. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | I didn't expect the comfort level to be as good as it is in a capable off road 4x4. |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | I have a bad back and recently took a 6500 mile trip with no discomfort. |

| Detail on High Rated Items | |
|---|---|
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | I use the SD card a lot when traveling and it has played everything I have on it. |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | I'm short, so that may not be a good guide for everyone, but I fit fine and can adjust the seat and steering wheel perfectly. |
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | See above |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | 8.4AN screen is easy to see and I love the navigation instructions in the EVIC. |
| **You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.** | I love it. |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | The vehicle is very quiet compared to other 4x4's I have owned, even with the sunroof open. |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | The xenon lighting is excellent. The fog lamps could be a bit better though. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | I miss the flipper glass on the rear and wish the quadralift would go into entry/exit upon entering park. |
| **What are your favorite parts of your new vehicle?** | quadralift suspension |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Clarity of sound** | 3. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Integration with media players** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Integration with phones** | 5. |
| **Support for popular music/video formats** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Fuel economy and driving range** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |

| About You |
|---|

## About You

| | |
|---|---|
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **Please indicate your ethnicity** | [redacted] |
| **Secondary vehicle in your household:** | Mazda.<br>MX-5 Miata.<br>2013.<br>Secondary Household Vehicle: Purchased Used. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used.<br>2009.<br>Subaru.<br>Outback. |
| **What year were you born?** | [redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your highest education level** | Graduate degree. |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate your occupation status.** | [redacted] |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |

## Alignment

| | |
|---|---|
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

## Speakers have poor sound quality

| | |
|---|---|
| **Please indicate which speaker has trouble (check all that apply):** | Quality could be better. Front center speaker too loud. Equalizer only works if settings are changed each time vehicle is started. |
| **Additional Comments:** | I think the equalizer problem arose in one of the last two UConnect updates. Speaker quality has always been an issue, though it isn't as noticeable when the equalizer works. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which media sources were being played (check all that apply):** | USB Drive.<br>FM.<br>SD.<br>Satellite Radio. |
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Trouble with speaker occurs:** | At all volume levels. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

## Interior Trim/Storage/Window Components

| | |
|---|---|
| **Interior Trim/Storage/Window Components** | Cargo cover (interior). |

## Cargo cover (interior)

| | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **How much did the replacement cost?** | Under $100. |

## Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **Please choose your cell phone brand** | Motorola. |
| **If known, please tell us your software version** | R4512_G_08.28.40R |
| **Please tell us your cell phone model** | V557 |
| **Please choose your cell phone carrier** | AT&T Mobile. |

## AM/FM/HD/Satellite radio channels have poor or no reception

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | Sometimes the HD radio will randomly switch to Satellite. |

| AM/FM/HD/Satellite radio channels have poor or no reception | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Driving down road. |
| **Please indicate which frequency band has trouble (check all that apply):** | HD radio reception is weak compared to the AVIC8000 in my Mazda MX5 |

| Features and Controls | |
|---|---|
| **Features and Controls** | Voice Activiation System.<br>Alarm/anti-theft system.<br>Cruise control system. |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | The problems are irritants, but not that major. The worst is the Adaptive Cruise Control periodically disconnecting for five minutes at a time on long trips and then reactivating. Also the FCW will periodically alert on overpasses when no other vehicles are around. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Steering, Handling, and Ride Components | |
|---|---|
| **Steering, Handling, and Ride Components** | Alignment. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Most likely out of date maps. |
| **Please indicate which navigation system item has trouble (check all that apply):** | Missing roads.<br>Map contains incorrect information. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **What button did you use?** | VR button on steering wheel |
| **Please describe when this trouble occurs:** | When attempting to change radio stations, it often tries to dial the phone. |

| Media | |
|---|---|
| **Media** | Radio. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers have poor sound quality. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Adaptive Cruise Control will periodically shut down for about five minutes approximately every 250 miles on long trips. It almost acts like something is overheating and then cooling down. |
| **What has Chrysler done right?** | Vehicle is comfortable, responsive and handles well, both on and off road. |

| Radio |
|---|

| Radio | |
|---|---|
| **Radio** | AM/FM/HD/Satellite radio channels have poor or no reception. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Adaptive Cruise Control and Forward Collision Warning needs some work to resolve irritating problems. Software should be able to correct the equalizer problem. Map updates are needed for the nav system. Voice recognition needs some tweaking. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/27/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6099310934 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K116363212 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286653740 | ***Report Version*** | 7 | ***Open Date*** | 02/13/2015 |
| ***Close Date*** | 02/14/2015 | ***Narrative Date*** | 02/25/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Fan/blower makes excessive noise

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please describe the fan/blower noise (check all that apply):** | Fan speed intervals to small when on medium to hige fan is loud |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe when the fan/blower noise occurs (check all that apply):** | At high fan speeds.<br>At medium fan speeds. |

### Engine loses power when air conditioning is on

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Engine trouble occurs while vehicle is (check all that apply):** | Accelerating.<br>Freeway/highway driving.<br>City driving/stop-and-go traffic.<br>Cruising/holding a steady speed on an uphill grade.<br>Going up an incline. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **What type of fuel do you most often put into your vehicle?** | Plus gasoline. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Fuel consumption is worse than expected

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | Yes. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Where do you do most of your driving?** | Combination of city/highway driving. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **What type of fuel do you most often put into your vehicle?** | Plus gasoline. |

### Transmission makes abnormal/excessive noises

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.<br>Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.<br>Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?.<br>Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate driving condition when noise occurs (check all that apply):** | City driving/stop-and-go traffic.<br>Hard acceleration.<br>Normal acceleration.<br>Braking.<br>Deceleration. |
| **Noise sounds like (Check all that apply):** | Thumping.<br>Knocking. |

| Brakes do not have enough stopping power; brake pedal requires too much effort | |
|---|---|
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Vehicle requires excessive brake force to respond<br>Vehicle requires excessive brake force to respond<br>Vehicle requires excessive brake force to respond |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | All speeds. |

| Vehicle exhibits poor traction on snow/ice | |
|---|---|
| **Please indicate how severe the issue is:** | Much worse than expected. |
| **Please indicate the nature of the traction issue you experienced** | My vehicle seems to suffer from wheel hop or vibration.<br>There is a higher level of wheel spin than I expected.<br>The traction systems on the car are slower to react than I expected.<br>The vehicle does not seem to be able to make the most of the available grip of the surface. |
| **Trouble occurs at these speeds (check all that apply):** | When driving at very low speeds (0-10 MPH).<br>When driving at low speeds (11-20 MPH).<br>When driving at medium speeds (>20 MPH). |
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground.<br>Bumpy or uneven surface.<br>Downhill.<br>Uphill. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work.<br>Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Navigation system works, but traffic information doesn?t work / or is difficult to understand.<br>Difficulty accessing Points of Interest.<br>Points of Interest not well defined. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Navigation system gives wrong directions.<br>Navigation system has incorrect information.<br>Navigation system is missing information. |
| **Please indicate which navigation system item has trouble (check all that apply):** | Navigation system provides wrong directions.<br>Map is missing information.<br>Map contains incorrect information. |
| **Additional Comments:** | Maps need to be update more frequently as roads change regularly |

| Air from vents smells moldy/stale | |
|---|---|
| **Please indicate when the odor/smell is present (check all that apply):** | Odor/smell is noticeable for only a short time after air conditioner/heater/defroster is turned on. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Windows fog up a lot/take too long to clear/do not clear adequately | |
|---|---|
| **Please indicate the trouble with the front defroster (check all that apply):** | During snow icy conditions the wipers and front windshield freeze fog and take a long time to defrost |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please describe conditions when this trouble occurs:** | Snow or icy weather |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Air conditioner takes too long to get cold | |
|---|---|
| **Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):** | Vehicle ac dose not get cold enough causing blower to stay on high when in auto |

| Air conditioner takes too long to get cold | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Reverse-camera is broken/not working | |
|---|---|
| **Please indicate what type of trouble was experienced with the reverse-camera (check all that apply):** | Image manages and is blurry sometimes causes system to reboot |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | System sometimes does not respond to the dial being turned<br>Presets delete themselves at times and system freezes when switching |
| **Please describe conditions when this trouble occurs:** | Randomly |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Dome/map/interior lights broken/not working | |
|---|---|
| **Please indicate which interior light is the source of the trouble (check all that apply):** | Rear door panel light - Both sides.<br>Rear map light - Both sides.<br>Dome light.<br>Front map light - Both sides.<br>Front door panel light - Both sides.<br>Trunk/rear compartment/cargo area light. |
| **Please describe conditions when this trouble occurs:** | With keyless entry |
| **Please indicate what type of trouble was experienced with the dome/map/interior lights (check all that apply):** | Long delay when opening door and interior lights illuminating |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Reverse-Camera.<br>Adjustable Height Control.<br>Horn.<br>Interior lights.<br>Door locks/key fob entry system.<br>Active Suspension System.<br>Cruise control system.<br>Rear view mirrors (interior/exterior). |

| Media | |
|---|---|
| **Media** | SD media slot issues.<br>Radio.<br>USB connection issues. |

| Brake rotors - front | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |

| Fog lights | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |

| Vehicle vibrates excessively at idle | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Vehicle vibrates excessively at idle | |
|---|---|
| **Vibration trouble occurs (check all that apply):** | All the time. |
| **Vibration is:** | Moderate. |

| SD media slot is broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Where is the location of the media port?** | Below u connect system in recessed location |
| **Please describe the trouble you experienced (check all that apply):** | System takes long to recognize sometimes does not read the same card that it sometimes does |

| Brake pedal feels mushy/soft | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | All speeds. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Brake pedal is light and makes noise |
| | Brake pedal is light and makes noise |
| | Brake pedal is light and makes noise |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | All road conditions. |

| Navigation system freezes-up/will not work | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Navigation freezes consistently on calculating route and also sometimes has no idea where the vehicle is |

| Horn broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate what type of trouble was experienced with the horn (check all that apply):** | Horn sounds like it's dieing within a couple of weeks of purchase |
| | Horn not loud enough sounds as if it is dieing |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Vehicle exhibits poor ride when driving on snow/ice | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | The transmission issues with the stock tires makes the vehicle erratic at times and cause traction issues |
| **Trouble occurs under these surface conditions (check all that apply):** | Bumpy or uneven surface. |
| | Downhill. |
| | Sideslope. |
| | Uphill. |
| | Level Ground. |
| **Please indicate how poorly the vehicle performed:** | Ride is much worse than expected. |
| **Trouble occurs at these speeds (check all that apply):** | When driving at low speeds (11-20 MPH). |
| | When driving at medium speeds (>20 MPH). |

| ABS system/sensors | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Brake booster | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Back-up camera | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

## Back-up camera

## Alignment

| | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |

## About You

| | |
|---|---|
| **Which of the following best describes the area you live in?** | Urban. |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **Primary vehicle in your household:** | BMW. |
| | 2013. |
| | 3 Series. |
| | Primary Household Vehicle: Purchased New. |
| **Please indicate your ethnicity** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 10-12 mpg. |
| **Secondary vehicle in your household:** | 3 Series. |
| | BMW. |
| | Secondary Household Vehicle: Purchased Used. |
| | 2005. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Please indicate the primary driver's age.** | Un[redacted] |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate your highest education level** | High school degree / GED. |
| **What is your current marital status?** | [redacted] |

## Vehicle Performance driving on Snow/Ice

| | |
|---|---|
| **Vehicle Performance driving on Snow/Ice** | Vehicle exhibits poor traction on snow/ice. |
| | Vehicle exhibits poor handling when driving on snow/ice. |
| | Vehicle exhibits poor steering on snow/ice. |
| | Vehicle exhibits poor ride when driving on snow/ice. |

## Issues with wheels and tires in off-road conditions

| | |
|---|---|
| **Trouble occurs at these speeds. (check all that apply):** | When driving at medium speeds (>20 MPH). |
| **Trouble occurs under these surface conditions (check all that apply):** | Downhill. |
| | Uphill. |
| | Level Ground. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate the nature of the issue you are experiencing. (check all that apply):** | Stock wheels should offer some off road capabilities |
| **Please indicate on what surfaces you are experiencing issues. (check all that apply)** | Snow and/or ice. |

## Voice Activation / Recognition doesnt recognize command

| | |
|---|---|
| **Please describe when this trouble occurs:** | When stating a name. |
| | When other people in the car are talking. |
| | When there is outside noise or the blower is on. |
| **Additional Comments:** | System is very sensitive to background noise |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

## Operation and Performance

| | |
|---|---|
| **Operation and Performance** | Windows fog up a lot/take too long to clear/do not clear adequately. |
| | Air conditioner takes too long to get cold. |
| | Air conditioner never gets cold enough. |
| | Fan/blower makes excessive noise. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |

| Outside temperature gauge broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Outside temperature takes to long to update correctly and sometimes never does |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **What button did you use?** | Phone button on steering wheel |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | When there is outside noise or the blower is on.<br>When other people in the car are talking.<br>When stating a name. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | Resolve issues |
| **Engine performance during acceleration** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Transmission gear change performance (smoothness)** | 1. |
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **What are your favorite parts of your new vehicle?** | Overall drive and selling |
| **Climate control operation (function and ease of use)** | 3. |
| **Engine exhaust sound** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Ease of using system displays while driving** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Engine sound** | 3. |
| **Brake responsiveness/effort** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Integration with media players** | 4. |
| **Support for popular music/video formats** | 4. |
| **Interior noise level while driving** | 4. |
| **Fuel economy and driving range** | 4. |
| **Clarity of sound** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |
| **Ride quality** | 5. |

| What Can We Do Better? |
|---|

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | The car is a fundamentally good car and has potential. however jeep needs to have more corporate control over their dealer network or provide better training to service techs as the service experience is less then satisfactory for a 49k car |
| **What has Chrysler done right?** | Trucks overall have a good ride and are fun to drive |

| Air filter | |
|---|---|
| **How much did the replacement cost?** | $100-$499. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Brake pads - rear | |
|---|---|
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **How much did the replacement cost?** | Under $100. |

| Shifts at wrong times | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 2nd Gear.<br>1st Gear. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Hard acceleration.<br>Deceleration.<br>Normal acceleration. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Additional Comments:** | Has happened twice once below 10k miles and once above 15k |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is missing. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Bezel on adaptive cruise control sensor |

| Turn signals | |
|---|---|
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Repaired/replaced myself. |
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |

| Brake System Components | |
|---|---|
| **Brake System Components** | ABS system/sensors.<br>Brake booster.<br>Brake pads - front.<br>Brake pads - rear.<br>Brake rotors/drums - rear.<br>Brake rotors - front. |

| Vehicle pulls noticeably to the left/right | |
|---|---|
| **Trouble occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What direction does the vehicle pull when driving?** | Left. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Trouble occurs while traveling at these speeds (check all that apply):** | All speeds. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Vehicle pull is:** | Slight. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Blind spot monitoring/warning system is broken/not working.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Displays and Instruments | |
|---|---|
| | Outside temperature gauge broken/not working. |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | City driving/stop-and-go traffic. |
| | Braking. |
| | Coasting (no gas pedal applied). |
| | Going up an incline. |
| | While driving on level roads. |
| | Deceleration. |
| | Hard acceleration. |
| | Normal acceleration. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 1st Gear. |
| | 3rd Gear. |
| | 2nd Gear. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?. |
| | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. |
| | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| | Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Transmission kicks and searches for gear |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Automatic high-beam headlights broken/not working | |
|---|---|
| **Please indicate the trouble experienced with the automatic high-beam headlights (check all that apply):** | Delay in reaction to long |
| **Please describe conditions when this trouble occurs:** | When the car senses light it turns off high beams to slow |

| Vehicle Exterior Components | |
|---|---|
| **Vehicle Exterior Components** | Exterior body panels/trim. |
| | Fog lights. |
| | Turn signals. |

| Exterior Light Failure | |
|---|---|
| **Exterior Light Failure** | Exterior Light Failure. |
| **Please indicate which light has failed (check all that apply):** | Driver side fog light |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |
| | Engine. |
| | Transmission and Drivetrain. |
| | Brake System. |
| | Entertainment/Navigation System/Connectivity. |
| | Steering, Handling, and Ride. |
| | Vehicle Exterior. |
| | Interior Climate Control. |
| | Off-Road. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Hesitation or delay when shifting between gears. |
| | Shift between gears is rough/harsh under normal driving conditions. |
| | Slips/will not engage gear properly/shifts erratically. |
| | Shifts at wrong times. |

| Features/Controls/Displays>Features and Controls>Horn> |
|---|

| Features/Controls/Displays>Features and Controls>Horn> | |
|---|---|
| **Horn** | Horn broken/not working. |

| Off-Road Features and Functions | |
|---|---|
| **Off-Road Features and Functions** | Issues with wheels and tires in off-road conditions. |

| Rear tail lights/brake lights/reverse lights/turn signal lights inoperative | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate which rear lights were inoperative (check all that apply):** | Light burnt out within 1st year under 10k millage |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | Galaxy s4 |
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **If known, please tell us your software version** | Lollipop |
| **Please choose your cell phone brand** | Samsung. |

| Overview | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | I leased the car brand new and have had multiple issues with it. While I understand nothing is perfect it's the dealer service and failure to fix or offer solutions to the issues I have had with the car. Had the dealer been willing to fix the issues I have or even provide a loaner for the times I take it I would be happy however for them to keep the car for more than a day and tell me they can never recreate the problems I have even though I have them on video is a problem. I have also had to look up service bulletins to inform myself of known issues and fixes as the dealer usually has no Idea |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Brake pads - front | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |

| Hesitation or delay when shifting between gears | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 3rd Gear. |
| | 1st Gear. |
| | 2nd Gear. |

| Air conditioner never gets cold enough | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):** | Ac never gets cold enough causing blower to remain on high at all times when in auto mode |
| | Bright sun. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Speakers have poor sound quality | |
|---|---|
| **Please indicate which speaker has trouble (check all that apply):** | Volume between different modes has a vast difference Bluetooth SD card get to loud xm can be hard to hear at even max volume am/fm has good balance |
| **Please indicate which media sources were being played (check all that apply):** | Volume gets to loud to quick causing speaker to crack |
| | Volume steps get to loud causing speaker to crack |

| Speakers have poor sound quality | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Trouble with speaker occurs:** | Only at high volume levels. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Radio | |
|---|---|
| **Radio** | AM/FM/HD/Satellite radio channels have poor or no reception.<br>Bluetooth streaming audio works, but is difficult to understand/use. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Body panels/doors misaligned/excessive gaps/poor fit.<br>Exterior moldings/trim pieces loose/misaligned/falling off. |

| Lights | |
|---|---|
| **Lights** | Exterior Light Failure.<br>Front headlights/parking lights/fog lights/turn signal lights inoperative.<br>Rear tail lights/brake lights/reverse lights/turn signal lights inoperative.<br>Automatic high-beam headlights broken/not working. |

| Engine Fuel Consumption | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Vehicle exhibits poor handling when driving on snow/ice | |
|---|---|
| **Please indicate how poorly the vehicle performed:** | Handling is much worse than expected. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Hood | |
|---|---|
| **Hood** | Hood latch is broken/not working properly. |

| Cruise control system is broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | Adaptive Cruise Control (ACC) allows too much distance between vehicles.<br>Adaptive cruise control sometimes does not sense car in front of the vehicle and sometimes it slows with nothing in front of the vehicle. Speed setting hold down for 5mph intervals turns off adaptive cruise control and service message is displayed |

| Antifreeze/coolant | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | $100-$499. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |

| Steering and Handling | |
|---|---|
| **Steering and Handling** | Vehicle pulls noticeably to the left/right. |

| Noise and Vibration | |
|---|---|
| **Noise and Vibration** | Vehicle vibrates excessively at idle. |

| Hood latch is broken/not working properly | |
|---|---|
| **Additional Comments:** | Good latch misaligned causing alarm to keep going off unless left unlocked problem rectifyed by opening and closing hood multiple times |
| **Please describe conditions when this trouble occurs:** | Randomly |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Navigation system works, but traffic information doesn.t work / or is difficult to understand | |
|---|---|
| **Additional Comments:** | Traffic information is very sporadic and when it does show is vague or hard to get to |
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | Traffic information does not display at all.<br>Traffic information displays, but is difficult to read.<br>Traffic information displays, but is inaccurate. |

| Blind spot monitoring/warning system is broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Please indicate the trouble you experienced with the blind spot monitoring/warning system (check all that apply):** | System sometimes randomly illuminates when nothing is next to it |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Brake rotors/drums - rear | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **How much did the replacement cost?** | Under $100. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Engine Components | |
|---|---|
| **Engine Components** | Air filter.<br>Antifreeze/coolant. |

| Odor/smell | |
|---|---|
| **Odor/smell** | Air from vents smells moldy/stale. |

| Features/Controls/Displays Components | |
|---|---|
| **Features/Controls/Displays Components** | Airbag sensor.<br>Back-up camera. |

| Bluetooth streaming audio works, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Shuffle songs does not work |

| Interior lights | |
|---|---|
| **Interior lights** | Dome/map/interior lights broken/not working. |

| Vehicle exhibits poor steering on snow/ice | |
|---|---|
| **Please indicate how severe the issue is:** | Bought a jeep for winter weather driving and light off road |

| Reverse-Camera | |
|---|---|
| **Reverse-Camera** | Reverse-camera is broken/not working. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers are not loud enough.<br>Speakers have poor sound quality. |

| AM/FM/HD/Satellite radio channels have poor or no reception | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Usually when vehicle is started or when switching from radio bands go xm |
| **Please indicate which frequency band has trouble (check all that apply):** | System lags for 10's of minutes |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Pos system takes long to load and causes system to freeze |

| Steering, Handling, and Ride Components | |
|---|---|
| **Steering, Handling, and Ride Components** | Alignment. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brake pedal feels mushy/soft.<br>Brakes do not have enough stopping power; brake pedal requires too much effort. |

| Cruise control system | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

| Engine Power | |
|---|---|
| **Engine power** | Engine loses power when air conditioning is on. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | System does not work and has false alarms that activate breaks when nothing is in front of the vehicle |

| SD media slot issues | |
|---|---|
| **SD media slot issues** | SD media slot is broken/not working. |

| Transmission Noises | |
|---|---|
| **Transmission Noises** | Transmission makes abnormal/excessive noises. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG6FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/31/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6231420238 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K240461607 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286653411 | ***Report Version*** | 7 | ***Open Date*** | 02/13/2015 |
| ***Close Date*** | 02/13/2015 | ***Narrative Date*** | 02/25/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Navigation system works, but missing information; has incorrect information; gives wrong directions

| | |
|---|---|
| **Additional Comments:** | Navigation can't be started by a passenger while car is driving - a joke! Plus overall the system is incredible slow. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Navigation is less accurate than waze or TomTom |

### Remote phone/email notifications are broken/not working

| | |
|---|---|
| **Additional Comments:** | See previous comment: notifications must be more than just "command sent" |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **Please describe the trouble you experienced (check all that apply):** | Notifications don't really provide vital information |

### Touchscreen Controls/Menu: Front Screen Display: Other Concerns

| | |
|---|---|
| **Additional Comments:** | The touchscreen feels slow, not as precise and reactive as the one on my phone/tablet |
| **Please describe the other trouble you experienced:** | Very slow, don't responds as crisp as they should |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Always |

### Overview

| | |
|---|---|
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | This should be my full information app to my car, give me every status update on it and make everything available in my palm. |
| **Information in the Smartphone Application is easy to find and access** | 1 (strongly disagree). |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | Provide an online, searchable version via the UConnect |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **What information did you need that was not included in the Smartphone Application?** | Status of my car, is it locked? Is it running? Where is it? Etc etc |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 2 (dissatisfied). |
| **Was there information needed that was not included in the User Guide?** | Yes, details about the wiper blades and what tires can be used with each model |
| **Smartphone Application covers the necessary features** | 1 (strongly disagree). |
| **Information in the Printed User Guide is easy to find and access** | 2 (disagree). |
| **The Smartphone Application format is easy to understand and use** | 2 (disagree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Did you review the Printed User Guide?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | But close to say NO, there are a few aspects which need changes/improvement otherwise I wouldn't buy a jeep again nor would I recommend it to my friends |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 1 (very dissatisfied). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| | Yes. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Wifi Hot Spot Connection has intermittent connection | |
|---|---|
| **Please describe the trouble you experienced:** | To slow - not even LTE, much to expensive |
| **Please select which securities you have enabled on your phone (check all that apply):** | WPA2. |
| **Additional Comments:** | To slow - not even LTE - much to expensive |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Integration with phones** | 2. |
| **Head/leg/foot room** | 3. |
| **Appearance of exterior paint** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Fuel economy and driving range** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Navigation system route accuracy** | 3. |
| **Clarity of sound** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Brake responsiveness/effort** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Quality of materials / better integration of connected systems (remote access etc) |
| **Ease of using system displays while driving** | 3. |
| **Engine sound** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Integration with media players** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Steering wheel adjustment** | 5. |
| **Support for popular music/video formats** | 2. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |

## About You

| | |
|---|---|
| **Primary vehicle you were considering:** | 2014.<br>BMW.<br>Primary Considered Vehicle: New.<br>X5. |
| **Price** | 4. |
| **Vehicle fuel economy** | 4. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Automotive magazines.<br>Previous experience with the vehicle/brand.<br>Value for the money.<br>Vehicle test drive.<br>Consumer Reports ratings. |
| **Please indicate your ethnicity** | Caucasian. |
| **What is your current marital status?** | Married. |
| **Secondary vehicle you were considering:** | Mercedes-Benz.<br>2014.<br>M-Class.<br>Secondary Considered Vehicle: New. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **When considering this vehicle** | Research online.<br>Visit the dealership. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What year were you born?** | [redacted] |
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |
| **Financing options** | 1. |
| **Please indicate your highest education level** | Graduate degree. |
| **Please indicate your occupation.** | Owner / Proprietor. |
| **Vehicle performance** | 4. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Trade-in allowance** | 1. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Vehicle availability** | 4. |
| **Vehicle styling** | 4. |
| **Dealership treatment** | 5. |
| **Vehicle quality** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Ability to test drive** | 1. |
| **Convenience of dealership location** | 2. |

## Text messaging works properly, but is difficult to understand/use

| | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | To limited, iOS 8 / iPhone not fully supported |
| **Please describe the trouble you experienced (check all that apply):** | No support for iPhone, ridiculous. |

## Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Engine.<br>Entertainment/Navigation System/Connectivity. |

## Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Reacts not fast enoug |

## Remote Features

| | |
|---|---|
| **Remote Features** | Remote vehicle start is broken/not working.<br>Remote phone/email notifications are broken/not working. |

## Wifi Hot Spot Connection

| | |
|---|---|
| **Wifi Hot Spot Connection** | Wifi Hot Spot Connection has intermittent connection. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | Iphone |
| **If known, please tell us your software version** | Ios 8.1 |
| **Please choose your cell phone carrier** | AT&T Mobile. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Opening the engined hood and seeing rust on a brand new car... Not what I want to see = questions about the choice of material |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Would love to know if items like the app, features of the remote control and mobile connectivity will see a software update or only be added to new vehicles |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Fuel consumption is worse than expected | |
|---|---|
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | No. |
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Where do you do most of your driving?** | Combination of city/highway driving. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Points of Interest not well defined.<br>Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Remote Features. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |

| Points of Interest not well defined | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Can't find POI as easy and as complete as in other systems (e.g. Waze/ TomTom |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | See previous comments |

| Voice Recognition feature does not have enough functions available | |
|---|---|
| **Please describe additional functions you would like to have:** | Should just use/support Siri |

| Remote vehicle start is broken/not working | |
|---|---|
| **Additional Comments:** | There is no feedback if the command was successful and the car in fact has locked/unlocked or started. Even worse, there is no way to check the current state of my car - like is it locked? Is it running? There is zero information except for a message that the command was sent... but what now? No updates, no way to check the status? |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **Please indicate which method was used for remote vehicle start (check all that apply):** | Didn't work<br>Didn't work |
| **How long was your vehicle parked before activating the remote vehicle start?** | Less than 1 week. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Touchscreen Controls |
|---|

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Via Mobile | |
|---|---|
| **Via Mobile** | Via Mobile works properly, but is difficult to understand/use. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Recognition feature does not have enough functions available. |

| Via Mobile works properly, but is difficult to understand/use | |
|---|---|
| **Additional Comments:** | Via mobile should be available for everything, limitation to some apps does not make sense |
| **Please indicate which of the following best describes your concern (check all that apply):** | Limited to some applications |
| **Please indicate which feature(s) of Via Mobile are difficult to understand/use (check all that apply):** | Pandora. |

| Engine Fuel Consumption | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/06/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6046310846 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M051365777 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286654416 | ***Report Version*** | 7 | ***Open Date*** | 02/14/2015 |
| ***Close Date*** | 02/14/2015 | ***Narrative Date*** | 02/25/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### What Can We Do Better?

| | |
|---|---|
| **Feedback/Concerns:** | Forward collision avoidance does not work properly and dealer does not seem to understand what it should do. |

### About You

| | |
|---|---|
| **What is your total household income (before taxes)?** | $60,000 - $79,999. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Primary vehicle in your household:** | Jeep.<br>2014.<br>Primary Household Vehicle: Purchased New.<br>Grand Cherokee. |
| **Please indicate your gender** | [redacted] |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate your occupation status.** | Retired. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your current marital status?** | Divorced. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **How may children 17 or under live in your household?** | 0. |
| **Which of the following best describes the area you live in?** | Rural. |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 2 year college degree. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Fuel economy and driving range** | 3. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Navigation system route accuracy** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Support for popular music/video formats** | 4. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

| Overview | |
|---|---|
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Gear selector is difficult to operate (auto. trans.) | |
|---|---|
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | Have to push it more than once to get it from drive to park.<br>Have to look when shifting to see that it is in reverse |
| **Please describe conditions when this trouble occurs:** | It has always been difficult. I have to look at the indicator to see what I am in. My last Jeep, I could move the selector and did not have to look at it. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain.<br>Brake System. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | I would like to be able to shift drive, reverse and park without looking at the indicator to see what it is in. I would like the forward collision avoidance to work properly. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Gear selector is difficult to operate (auto. trans.). |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/03/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6348311262 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K355361425 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286831935 | ***Report Version*** | 6 | ***Open Date*** | 02/16/2015 |
| ***Close Date*** | 02/16/2015 | ***Narrative Date*** | 02/25/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What year were you born?** | [redacted] |
| **What price did you pay for your vehicle?** | 47,000 |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Consumer Reports ratings.<br>Kelley Blue Book.<br>Manufacturer?s website.<br>Vehicle test drive.<br>Image that the vehicle portrays.<br>Lifestyle.<br>Dealership information.<br>On-Line blogs or forums.<br>Recommendations from friends or family. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle you were considering:** | 2014.<br>Primary Considered Vehicle: New.<br>Acura.<br>MDX. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted] |
| **Which of the following best describes the area you live in?** | Live in rural, work in city. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **Vehicle styling** | 5. |
| **Please tell us about the vehicle you replaced (if applicable)** | Audi. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |

### Automatic headlights broken/not working

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | All the time |
| **Please describe the trouble you experienced:** | Auto headlights do not go on or do not turn off consistently. I do not feel safe using this feature as it is inconsistent. |
| **Additional Comments:** | This too was brought in for servicing. Continues to happen |

### Engine will not start at all

| | |
|---|---|
| **Additional Comments:** | Brought to service twice |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **What best describes the no start condition?** | Engine does not crank at all. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | The vehicle did not recognize fob |
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **Please indicate when the starting trouble occurs:** | Warm condition - after vehicle is off for 1 - 6 hours. |

### Squeak/rattle/abnormal noises from center console

| | |
|---|---|
| **Additional Comments:** | Door difficult to open. Sometimes correct compartment does not open |

| Squeak/rattle/abnormal noises from center console | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Overview | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | I am incredibly frustrated with my new vehicle. I've had the vehicle in for service multiple times. I do not trust the vehicle any longer. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer.<br>Took to the dealer I purchased my vehicle from. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Text message feature does not work |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Did you review the Printed User Guide?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Did you review the Owner's Information DVD?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Was there information needed that was not included in the User Guide?** | Hill assist. |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Was the trouble resolved to your satisfaction?** | No. |

| Detail on Low Rated Items | |
|---|---|
| **You rated the value of your new car Low. Use this space to provide any specific comments you would like to share.** | I paid for a lot of features that do not work |
| **You rated difficult driving conditions (adverse weather, off-road) Low. Use this space to provide any specific comments you would like to share.** | Poor handling on snow/ice/winter |
| **You rated headlight illumination/performance during night-time driving Low. Use this space to provide any specific comments you would like to share.** | Auto dimming feature doesn't work |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Auto dimming, text messaging, collision avoidance, gas cap, handling, braking, glove boxes, interior noise |
| **You rated steering and handling (responsiveness, stability) Low. Use this space to provide any specific comments you would like to share.** | Poor handling in winter conditions |
| **You rated your attitude about the brand of your new car Low. Use this space to provide any specific comments you would like to share.** | Too many issues with vehicle |
| **You rated your attitude overall towards your new car Low. Use this space to provide any specific comments you would like to share.** | All of these issues with my jeep have made me distrust the vehicle. |
| **You rated navigation system route accuracy Low. Use this space to provide any specific comments you would like to share.** | Inaccurate. |
| **You rated your feelings about the durability of your new vehicle Low. Use this space to provide any specific comments you would like to share.** | Ive had so many issues with my vehicle even after servicing that I do not trust my vehicle |
| **You rated brake responsiveness/effort Low. Use this space to provide any specific comments you would like to share.** | Too long to brake |

| Text messaging broken/not working | |
|---|---|
| **Additional Comments:** | Text messaging feature has never worked with my vehicle. I've had the apple 4s and 6plus. Neither phone has worked with this feature. |
| **Please describe the trouble you experienced (check all that apply):** | Unable to receive audible notifications. |
| | Unable to receive visual notifications. |
| | Cannot hear playback audio. |
| | Text is not displayed on screen. |
| | Unable to return call to text sender. |
| | Unable to send/reply/forward text using a pre-formatted response. |
| | Unable to send/reply/forward text via voice recognition. |
| | Voice Command (VR button on steering wheel) does not recognize input. |
| | Sender information is not displayed. |
| | Sender information was incorrect or jumbled. |
| | Text audio playback does not pronounce text correctly. |
| | Voice Command (VR button on steering wheel) cut off before I was finished. |
| | Voice Command (VR button on steering wheel) takes too long to respond. |
| | Voice recognition playback does not work. |
| **Did this trouble occur after starting the vehicle?** | Yes. |
| **Do you have the Uconnect Access free form speech option?** | Yes. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Difficult driving conditions (adverse weather, off-road)** | 1. |
| **Integration with phones** | 2. |
| **Climate control operation (function and ease of use)** | 2. |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **Engine performance during acceleration** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Ride quality** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Head/leg/foot room** | 5. |
| **Navigation system route accuracy** | 1. |
| **Headlight illumination/performance during night-time driving** | 1. |
| **Steering and handling (responsiveness, stability)** | 1. |
| **Engine sound** | 3. |
| **Fuel economy and driving range** | 3. |
| **Integration with media players** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Is like to see the features work appropriately. |
| **Support for popular music/video formats** | 1. |
| **Brake responsiveness/effort** | 1. |
| **How do you feel about the durability of your new vehicle?** | 1. |
| **How do you feel about the VALUE of your new car? (i.e.** | 1. |
| **Safety and visibility while driving** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Location and usefulness of interior lighting** | 3. |
| **Clarity of sound** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **What are your favorite parts of your new vehicle?** | The body style |
| **What is your attitude overall towards your new car?** | 1. |
| **What is your attitude overall towards the BRAND of your new car?** | 1. |
| **Ease of getting into and out of vehicle** | 2. |
| **Interior noise level while driving** | 2. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Vehicle storage and space usage** | 3. |
| **Engine exhaust sound** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |

| Vehicle pulls noticeably to the left/right | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Vehicle pull is:** | Moderate. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Trouble occurs while traveling at these speeds (check all that apply):** | Medium speeds (26-45 MPH).<br>High speeds (46 MPH and above). |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **What direction does the vehicle pull when driving?** | Both Left and Right - Varies with conditions. |
| **Trouble occurs while traveling in these road conditions (check all that apply):** | Clear/dry road conditions. |

| Center console is difficult to open/close | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Please indicate why the center console is difficult to open/close (check all that apply):** | Latch/lock operation. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to open. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

| Blind spot monitoring/warning system is broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **Please indicate the trouble you experienced with the blind spot monitoring/warning system (check all that apply):** | Occurs regularly when nothing is in my blind spot. It's happened in my own driveway and when no other vehicles are around me. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | Nothing stands out |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |

| Lights | |
|---|---|
| **Lights** | Automatic headlights broken/not working.<br>Headlights aimed incorrectly.<br>Adaptive front lighting system broken/not working.<br>Automatic high-beam headlights broken/not working. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Blind spot monitoring/warning system is broken/not working.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Dents/dings were present on exterior body panels at delivery. |

| Fuel door difficult to open/close | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to open. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Please indicate where the fuel door trouble occurs:** | Fuel filler door release lever/cable. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Automatic high-beam headlights broken/not working | |
|---|---|
| **Please indicate the trouble experienced with the automatic high-beam headlights (check all that apply):** | Turns, hills, approaching vehicles<br>After turns, after hills , after vehicles pass |
| **Please describe conditions when this trouble occurs:** | Always |
| **Additional Comments:** | Vehicle was serviced for this. Continues to happen |

| Excessive wind noise | |
|---|---|
| **Please indicate the location of the wind noise (check all that apply):** | Driver's side front door.<br>Passenger's side rear window.<br>Passenger's side rear door.<br>Driver's side front door window.<br>Passenger's side front door.<br>Passenger's side front door window.<br>Passenger's side rear door window. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Additional Comments:** | I've had my 2014 Jeep GC Overland in the service dept several times. Problems continue. This is not right for a brand new car. I'm very dissatisfied. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Adaptive front lighting system broken/not working | |
|---|---|
| **Please indicate which headlight is not working properly (check all that apply):** | Driver's side headlight.<br>Passenger's side headlight. |
| **Please indicate the trouble experienced with the Adaptive Front Lighting System (check all that apply):** | Headlights do not reset to normal position.<br>Does not track properly while turning left.<br>Does not track properly while turning right.<br>Does not track properly while going downhill.<br>Does not track properly while going uphill. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please describe conditions when this trouble occurs:** | All the time |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Seats.<br>Steering, Handling, and Ride.<br>Engine.<br>Off-Road.<br>Transmission and Drivetrain.<br>Brake System.<br>Interior Climate Control.<br>Vehicle Exterior.<br>Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays. |

| Headlights aimed incorrectly | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please indicate which headlight is not aimed properly (check all that apply):** | Daytime running light not working. Brought to service dept 3 times. Still not working |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |

| Squeak/rattle/abnormal noises from glove box | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please describe in the box below where from the glove box the trouble with abnormal noises is located:** | The door |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Abnormal Noises | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from glove box.<br>Squeak/rattle/abnormal noises from center console. |

| Text Messaging |
|---|

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging broken/not working. |

| Steering and Handling | |
|---|---|
| **Steering and Handling** | Vehicle pulls noticeably to the left/right. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 507.226.3085 |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | 4s, 6plus |
| **Please choose your cell phone brand** | Apple. |
| **If known, please tell us your software version** | Latest version |
| **Please choose your cell phone carrier** | Verizon Wireless. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | I'm concerned that my issues continue to occur even after multiple servicing appts. I would like to pursue a buy back or vehicle trade. I'm convinced I have a lemon. If this is consistent with all Jeep GC then I will not buy one again nor will I recommend |
| **What has Chrysler done right?** | Taken my calls. Attempted servicing the vehicle. AJ Sawrey has been pleasant to deal with. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Vehicle exhibits poor braking when driving on snow/ice | |
|---|---|
| **Please indicate how poorly the vehicle performed:** | Takes too long to stop |
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| | Downhill. |
| **Trouble occurs at these speeds (check all that apply):** | When braking at medium speeds (>20 MPH). |
| | All speeds. |
| | When braking at very low speeds (0-10 MPH). |
| | When braking at low speeds (11-20 MPH). |
| **Additional Comments:** | I wanted a vehicle for winter conditions. Very disappointed in its performance. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe the nature of the poor braking issue you experienced (check all that apply):** | The level of braking is not as expected. |

| Engine Starting (hard to start/will not start) | |
|---|---|
| **Engine Starting (hard to start/will not start)** | Engine will not start at all. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working. |

| Vehicle exhibits poor handling when driving on snow/ice | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| **Additional Comments:** | Vehicle doesn't handle on snow as well as expected. Slips |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate how poorly the vehicle performed:** | Handling is somewhat worse than expected. |
| **Please describe the nature of the poor handling:** | The amount of steering corrections required make it difficult to make vehicle travel on the desired path around a corner. |
| **Trouble occurs at these speeds (check all that apply):** | 30-40 mph |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | Navigation system provides wrong directions. |
| **Please indicate which of the following best describes your concern (check all that apply):** | I've ended up at the wrong address multiple times. Not even on he correct street! |

| Navigation system works, but missing information; has incorrect information; gives wrong directions |
|---|

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | Audible alert sounds inappropriately and inconsistently |

| Dents/dings were present on exterior body panels at delivery | |
|---|---|
| **Additional Comments:** | Vehicle was covered in sap that had hardened on the vehicle. The interior carpet was dirty. The car was brought to dealer to have cleaned |

| Operation and Functionality | |
|---|---|
| **Operation and Functionality** | Center console is difficult to open/close. |

| Media | |
|---|---|
| **Media** | Radio. |

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | Lost preset stations four times. Brought in for servicing |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Additional Comments:** | Lost stations four times |

| Vehicle Performance driving on Snow/Ice | |
|---|---|
| **Vehicle Performance driving on Snow/Ice** | Vehicle exhibits poor braking when driving on snow/ice.<br>Vehicle exhibits poor handling when driving on snow/ice. |

| Wind Noise | |
|---|---|
| **Wind Noise** | Excessive wind noise. |

| Fuel filler door/cap | |
|---|---|
| **Fuel filler door/cap** | Fuel door difficult to open/close. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Remote Features. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM6EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 09/20/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C051302112 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M207399206 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 286914462 | ***Report Version*** | 5 | ***Open Date*** | 02/17/2015 |
| ***Close Date*** | 02/17/2015 | ***Narrative Date*** | 02/25/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Reverse-camera works properly, but difficult to understand/use; controls in a poor location

| | |
|---|---|
| **Additional Comments:** | The camera lens becomes too dirty/covered by ice, snow, road salt, dirt when driving and can't be used to adequately. |
| **Please indicate why the reverse-camera controls are difficult to understand/use; are in a poor location (check all that apply):** | field of view becomes blocked during winter weather (snow/ice) |

### About You

| | |
|---|---|
| **Price** | 4. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Primary vehicle you were considering:** | LR4.<br>Land Rover.<br>2014.<br>Primary Considered Vehicle: New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | On-Line blogs or forums.<br>Vehicle test drive.<br>Features/Capabilities.<br>Internet research.<br>Previous experience with the vehicle/brand.<br>Automotive magazines.<br>Dealer/Salesperson interaction.<br>Image that the vehicle portrays.<br>Lifestyle. |
| **When considering this vehicle** | Research online.<br>Interact with dealership by phone.<br>Test drive the vehicle.<br>Visit the dealership. |
| **Please indicate your occupation.** | [redacted]. |
| **What price did you pay for your vehicle?** | 49,000.00 |
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please tell us about the vehicle you replaced (if applicable)** | Volkswagen.<br>2010.<br>Jetta SportWagen.<br>Replaced Vehicle: Purchased New. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 27-28 mpg. |
| **Trade-in allowance** | 3. |
| **Ability to test drive** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Vehicle quality** | 5. |
| **Vehicle fuel economy** | 5. |
| **Financing options** | 3. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Dealership treatment** | 4. |
| **Vehicle availability** | 5. |

| About You | |
|---|---|
| **Vehicle styling** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Convenience of dealership location** | 4. |
| **What is your total household income (before taxes)?** | More than $200,000. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | interior carpet in the trunk area--dog hair just doesn't do well with the carpet |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Integration with media players** | 3. |
| **Support for popular music/video formats** | 3. |
| **Clarity of sound** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Integration with phones** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Climate control operation (function and ease of use)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **What is your attitude overall towards your new car?** | 5. |

| Overview | |
|---|---|
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **What information did you need that was not included in the Smartphone Application?** | A map of where the vehicle is parked/located would be very handy. Being able to have vehicle settings based on a specific smartphone being in the vehicle would also be very beneficial. |
| **Please explain further about your choice to recommend your vehicle:** | |

| Overview | |
|---|---|
| | The vehicle rides exceptionally well. The diesel engine and mileage has exceeded expectations. Great vehicle. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | The application needs to have the ability to pull up a map of where the vehicle is located. Additionally, it would help if the vehicle could send diagnostic information to the phone so that you could review more specific information about what maybe causing a check engine light or why a particular error message has popped up. Also, it takes a WHILE the application to turn the vehicle on. It usually takes upwards of 5 minutes for the application to turn the jeep on remotely. Of which, I've already made it to the vehicle and i'm on my way. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Overland Journal |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **DVD format is easy to understand and use** | 4 (agree). |
| **Information on the DVD is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the DVD** | 4 (satisfied). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |

| Hand Brake/Parking Brake | |
|---|---|
| **Hand Brake/Parking Brake** | Hand brake/parking brake control is poorly located. |
| | Hand brake/parking brake requires too much effort to apply/release. |

| Heated Steering Wheel | |
|---|---|
| **Heated Steering Wheel** | Heated steering wheel works properly, but is difficult to understand/use; controls are in a poor location. |

| Vehicle exhibits poor steering on snow/ice | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| **Please indicate how severe the issue is:** | Steering, vehicle control is not as smooth as I'd like for the advanced systems that are in the jeep. Can easily fishtail, slide in the jeep. |
| **Trouble occurs at these speeds (check all that apply):** | When maneuvering at very low speeds (0-5 MPH). |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Off-Road. |
| | Features/Controls/Displays. |
| | Brake System. |

| Heated steering wheel works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate why the heated steering wheel is difficult to understand/use; controls in a poor location (check all that apply):** | The heated steering wheel gets too hot sometimes. |
| **Additional Comments:** | The heated steering wheel needs to have a automatic cutoff after so many minutes. It can get exceptionally warm/hot and is usually not noticed until |

| Heated steering wheel works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| | I'm on the highway causing me to turn my attention away from driving the vehicle and to turning off the heated steering wheel. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | The collision avoidance system often reacts to my vehicle closing on vehicle that is turning (right). I understand what it's doing but the system activates when I'm fully aware of the driving situation which puts me in a worse situation for a rear-ending than a forward collision that i know I'm not about to have. |
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Overall operation is irritating and could cause accidents |

| Features and Controls | |
|---|---|
| **Features and Controls** | Heated Steering Wheel.<br>Interior lights.<br>Reverse-Camera. |

| Vehicle exhibits poor traction on snow/ice | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| **Trouble occurs at these speeds (check all that apply):** | When driving at low speeds (11-20 MPH). |
| **Please indicate how severe the issue is:** | Somewhat worse than expected. |
| **Please indicate the nature of the traction issue you experienced** | The jeep just doesn't seem to have the right traction when it comes to snow/ice. Might be more with regards to the tires that are on the jeep from factory than anything else. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Dome/map/interior lights broken/not working | |
|---|---|
| **Please indicate which interior light is the source of the trouble (check all that apply):** | At some point, the blue in-laid lights in the door pull and cubby stopped working. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |

| Hand brake/parking brake requires too much effort to apply/release | |
|---|---|
| **Please describe what requires too much effort (check all that apply):** | Releasing parking brake requires too much effort.<br>The Grand Cherokee Overland that we bought is a luxury SUV. The parking break should not be a foot pedal version. Jeep should be using an advanced parking break system for this application. |

| Reverse-Camera | |
|---|---|
| **Reverse-Camera** | Reverse-camera works properly, but difficult to understand/use; controls in a poor location. |

| Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use | |
|---|---|
| **Please indicate why the illumination/warning/indicator lights are difficult to understand/use; are in a poor location (check all that apply):** | The buckle seatbelt indicator needs to be moved. it sits in a position that is directly behind the RPM indicator (1000-1500 RPMs). This could be easily solved by moving it up or down. When moving at low speeds at the start of a trip (going through neighborhood, you can only see a little bit of the buckle seatbelt light). |

| Detail on High Rated Items | |
|---|---|
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | We're jeep people, we love our jeeps. This Grand Cherokee was our sixth jeep. |

| Interior lights | |
|---|---|
| **Interior lights** | Dome/map/interior lights broken/not working. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Instrument panel illumination/warning/indicator lights work properly but difficult to understand/use.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Vehicle Performance driving on Snow/Ice | |
|---|---|
| **Vehicle Performance driving on Snow/Ice** | Vehicle exhibits poor traction on snow/ice.<br>Vehicle exhibits poor steering on snow/ice. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Hand brake/parking brake control is poorly located | |
|---|---|
| **Why is the parking brake poorly located? (check all that apply):** | it's annoying. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFCG8EC[redacted] | **Model Year** | 2014 | **Body** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| **Built Date** | 04/30/2013 | **Market** | U | US | **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | **Serial#** | 6109311437 | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | **Serial#** | K118363303 | |
| **Color** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 287019320 | **Report Version** | 4 | **Open Date** | 02/18/2015 |
| **Close Date** | 02/18/2015 | **Narrative Date** | 02/25/2015 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### Detail on Low Rated Items

| | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | computer/controls/entertainment system and overall quality (recalls) |

### Touchscreen Controls/Menu: Front Screen Display is broken/not working

| | |
|---|---|
| **Additional Comments:** | whole entertainment system will lock up. Sometimes it will reboot itself multiple times, other times it just locks up and I can't use anything. |
| **Please indicate your concern with front screen display (check all that apply):** | whole entertainment system will lock up. Sometimes it will reboot itself multiple times, other times it just locks up and I can't use anything. |
| **Please describe conditions when this trouble occurs:** | randomly. VERY Annoying |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### Hands-Free Phone / Bluetooth system loses connection

| | |
|---|---|
| **Additional Comments:** | whole entertainment system will reboot multiple times. |
| **Lost connection problem happens when:** | In the middle of a call. |
| **Connection problem happens on:** | Bluetooth connection between cell phone and the radio. |
| **Is there more than one phone paired to the vehicle?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Were you in the middle of a call?** | Yes, and did not transfer call to headset. |

### About You

| | |
|---|---|
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your ethnicity** | [redacted] |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your occupation.** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **Primary vehicle in your household:** | Azera.<br>Primary Household Vehicle: Purchased New.<br>2013.<br>Hyundai. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |

### Other component(s) replaced (not listed previously)

| | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to a different dealer than the one I purchased my vehicle from. |
| **Which other component(s) did you replace?** | Been in for recalls 3 times and for other issues (mostly with the computer) 3 other times. |
| **How much did the replacement cost?** | Under $100. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 2. |
| **Vehicle storage and space usage** | 4. |
| **Engine exhaust sound** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Integration with media players** | 3. |
| **Head/leg/foot room** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 2. |
| **Integration with phones** | 3. |
| **Support for popular music/video formats** | 3. |
| **Fuel economy and driving range** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Quality and the computer/enterainment system |
| **What are your favorite parts of your new vehicle?** | styling, all weather durability |
| **Navigation system route accuracy** | 2. |
| **Location and usefulness of interior lighting** | 3. |
| **Climate control operation (function and ease of use)** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **Clarity of sound** | 4. |
| **Engine sound** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |

| Air from vents smells moldy/stale | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 20,000-29,999. |
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate when the odor/smell is present (check all that apply):** | Odor is noticeable when any of the air conditioner, heater, or defroster functions are used. |

| Air conditioner never gets cold enough | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):** | All weather conditions. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Air conditioner never gets cold enough. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working.<br>Touchscreen Controls/Menu: Front Screen Display: Other Concerns.<br>Touchscreen Controls/Menu: Front Screen Display is broken/not working. |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Royal Gate Dodge in Ellisville, MO |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | The electronics/infotaiment system has SERIOUS issues. Have had numerous recalls already. For $50K you would expect to have better quality. Unless something changes I wouldn't recommend or buy another Jeep. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Please describe when this trouble occurs:** | When stating a name. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **What button did you use?** | steering wheel |

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | Other (please describe).<br>Audio controls (bass, treble, fade, balance, etc.).<br>Navigation system controls.<br>Radio band/mode selection controls.<br>Radio channel preset buttons.<br>Tuner control.<br>Power on/off, volume dial.<br>Seek/scan/program/repeat/random/auto memory controls. |
| **Additional Comments:** | whole entertainment system will lock up. Sometimes it will reboot itself multiple times, other times it just locks up and I can't use anything. |

| Other Components | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

| Hands-Free Phone / Bluetooth system phonebook does not work correctly | |
|---|---|
| **Please indicate which aspect of the phonebook does not work properly (check all that apply):** | Phonebook contacts are missing or incorrect. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Did you refer to the voice tutorial, phone tutorial and voice training when experiencing hands-free phone/Bluetooth system issues?** | I did, but it didn't address all my questions. |
| **How many contacts do you have in your phone?** | 25-499. |

| Navigation system freezes-up/will not work | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | When stating a name. |
| **What button did you use?** | steering wheel |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Points of Interest incorrect | |
|---|---|
| **Additional Comments:** | same as last comment |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | |

| What Can We Do Better? | |
|---|---|
| | Serious quality concerns with the vehicle. Disappointed in the vehicle. I think it is a great car, looks great, drives great, but has some serious quality problems. |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe the other trouble you experienced:** | whole entertainment system will lock up. Sometimes it will reboot itself multiple times, other times it just locks up and I can't use anything. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Won't find known/common points of interest |
| **Additional Comments:** | can't search for locations by zip code?? Why not? |

| Features and Controls | |
|---|---|
| **Features and Controls** | Active Suspension System.<br>Voice Activiation System.<br>Heated Steering Wheel. |

| Odor/smell | |
|---|---|
| **Odor/smell** | Air from vents smells moldy/stale. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays.<br>Interior Climate Control. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system loses connection.<br>Hands-Free Phone / Bluetooth system phonebook does not work correctly.<br>Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work.<br>Points of Interest incorrect.<br>Difficulty accessing Points of Interest.<br>Points of Interest not well defined. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | Galaxy S4 |
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Samsung. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | collision avoidance doesn't seem consistent. Alerts at weird times. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 20,000-29,999. |

| Points of Interest not well defined | |
|---|---|
| **Additional Comments:** | same as last comment |

| Radio | |
|---|---|
| **Radio** | Bluetooth streaming audio works, but is difficult to understand/use. |

| Bluetooth streaming audio works, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Media | |
|---|---|
| **Media** | Radio. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBG4FC[redacted] | **Model Year** | 2015 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| **Built Date** | 09/11/2014 | **Market** | U | US | **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| **Engine** | ERB | 3.6L V6 24V VVT ENGINE | | | **Serial#** | 6243420140 | |
| **Transmission** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | **Serial#** | K250463266 | |
| **Color** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 287018655 | **Report Version** | 4 | **Open Date** | 02/18/2015 |
| **Close Date** | 02/18/2015 | **Narrative Date** | 02/25/2015 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Additional Comments:** | i don't like the way it works. its very difficult to tell if it is working and would like to be alerted more frequently, but with a less aggressive alert. You guys should test drive a porsche cayenne to see how it functions - when it gets close to other cars it lets you know. |

### Shifting paddles/buttons difficult to operate

| | |
|---|---|
| **Additional Comments:** | I wish i could shut this feature off. The paddles are unnecessary and a source of frustration. If they could be shut off, it would make driving this car better. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### About You

| | |
|---|---|
| **Ability to test drive** | 1. |
| **Vehicle quality** | 3. |
| **Primary vehicle you were considering:** | BMW.<br>Primary Considered Vehicle: New.<br>X5.<br>2014. |
| **Please indicate your highest education level** | Graduate degree. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Image that the vehicle portrays.<br>Value for the money. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **When considering this vehicle** | Interact with dealership by phone.<br>Research online.<br>Interact with dealership by email. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased New. |
| **Trade-in allowance** | 1. |
| **Dealership treatment** | 1. |
| **Vehicle availability** | 3. |
| **Price** | 5. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Financing options** | 1. |
| **Vehicle performance** | 3. |
| **Vehicle fuel economy** | 3. |
| **Please indicate your occupation status.** | [redacted] |
| **What is your primary language?** | English. |
| **What price did you pay for your vehicle?** | 43000 |
| **Convenience of dealership location** | 1. |
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **Vehicle styling** | 4. |
| **Please indicate your ethnicity** | [redacted] |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Integration with media players** | 2. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | I love the appearance of the car inside and out. |
| **Climate control operation (function and ease of use)** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Support for popular music/video formats** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | i wish it didn't break so quickly |
| **How do you feel about the durability of your new vehicle?** | 2. |
| **Clarity of sound** | 3. |
| **Location and usefulness of interior lighting** | 3. |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |

| Overview | |
|---|---|
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Did you review the Printed User Guide?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **If our team has any additional questions about your responses, would you accept further contact?** | No. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Overview | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | It is not particularly easy to use and doesn't really do anything that i can't do with my key. |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Please explain further about your choice to recommend your vehicle:** | I absolutely loved the look and feel of this car, but the build quality is inferior to other cars at the price point. |
| **What information did you need that was not included in the Smartphone Application?** | i would love to be able to have my car diagnostics checked remotely. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain.<br>Features/Controls/Displays.<br>Other. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Other | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe the other trouble you experienced:** | The quality of buid on this car is not very good. I have less than 1000 miles on my car and it has a check engine light on. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | I would love it if the onboard computer had buttons as well as the touch screen. Quick buttons would make it easier to navigate. |
| **What has Chrysler done right?** | The design of the car is spectacular both inside and out. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shifting paddles/buttons difficult to operate. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | build quality |

# Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFBT9EC[redacted] | **Model Year** | 2014 | **Body** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| **Built Date** | 05/11/2013 | **Market** | U | US | **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| **Engine** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | **Serial#** | 6116311081 | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | **Serial#** | M125353565 | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 287606776 | **Report Version** | 2 | **Open Date** | 02/25/2015 |
| **Close Date** | 02/25/2015 | **Narrative Date** | 02/27/2015 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

## Overview

| | |
|---|---|
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Please explain further about your choice to recommend your vehicle:** | Dealership states they don't have advisory on my problems |

## Heater takes too long to get hot

| | |
|---|---|
| **Please indicate typical weather conditions when heater trouble occurs (check all that apply):** | Outside temperature below 50? F. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

## About You

| | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased New.<br>Chevrolet.<br>3/4 Ton Pickups. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your primary language?** | English. |
| **Primary vehicle in your household:** | Grand Cherokee.<br>Jeep.<br>Primary Household Vehicle: Purchased New.<br>2014. |
| **What is your current marital status?** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | F[redacted]. |
| **Please indicate your occupation.** | [redacted] |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |

## Brakes vibrate/shudder excessively when applied

| | |
|---|---|
| **Vibration is:** | Severe. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Auto braking at highway speeds with no vehicle near<br>Grinding sounds I parking lots |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Brakes vibrate/shudder excessively when applied | |
|---|---|
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Slow speeds, parking lots |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | Rainy/wet road conditions. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Heating, ventilation and air conditioning doesnt maintain desired temperature | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **At what internal temperature does the setting no longer maintain desired temperature (check all that apply):** | 70-75 degrees. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which HVAC zone does not maintain desired temperature (check all that apply):** | Front HVAC. |
| **Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):** | Outside temperature between 50 and 59 degrees. |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Brake responsiveness/effort** | 3. |
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine performance during acceleration** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Integration with media players** | 4. |
| **Support for popular music/video formats** | 4. |
| **Appearance of exterior paint** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Clarity of sound** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |

| Radio | |
|---|---|
| **Radio** | AM/FM/HD/Satellite radio channels have poor or no reception. |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 831-801-0739 |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | IPhone 6 |
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Apple. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Slow to advise dealership of customer complaints |
| **What has Chrysler done right?** | Dealership attempts to assist customer in ratifying problems |

| AM/FM/HD/Satellite radio channels have poor or no reception | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Highway most frequently but often intown |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please indicate which frequency band has trouble (check all that apply):** | Intermittent loud pinging noise |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes vibrate/shudder excessively when applied. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Heater takes too long to get hot.<br>Heating, ventilation and air conditioning doesn't maintain desired temperature. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Brake System.<br>Entertainment/Navigation System/Connectivity. |

| Media | |
|---|---|
| **Media** | Radio. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Noise with AM radio transmission highway driving, slow to heat interior to comfortable level, intermittent braking problems, doors unlock after walking away from locked car, intermittent difficulty opening car door requiring us of key fob |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/03/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6109310803 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M101384518 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 287808696 | ***Report Version*** | 1 | ***Open Date*** | 02/28/2015 |
| ***Close Date*** | 02/28/2015 | ***Narrative Date*** | 03/02/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Additional Comments:** | The ACC recently went out. They replaced a module. Along with the airbag module. |

### Seat belt locks at inappropriate times or not at all; will not retract properly

| | |
|---|---|
| **Additional Comments:** | The seat belt was latched, but vehicle didn't recognize and the alarm would continuously alarm. The little light on the dash would light up also |
| **Please indicate which seat belt has trouble (check all that apply):** | Driver's seat. |
| **Seat belt trouble is:** | Other (please describe). |
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | 30,000-39,999. |

### About You

| | |
|---|---|
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Secondary vehicle in your household:** | 2007. |
| | H3. |
| | HUMMER. |
| | Secondary Household Vehicle: Purchased New. |
| **Primary vehicle in your household:** | Jeep. |
| | Primary Household Vehicle: Purchased New. |
| | 2014. |
| | Grand Cherokee. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Please indicate your gender** | [redacted]. |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate your ethnicity** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Please indicate the primary driver's age.** | [redacted] |

### Air filter

| | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to a different dealer than the one I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |

### Spark plugs

| | |
|---|---|
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **How much did the replacement cost?** | Under $100. |
| **Where did you take your vehicle to have the component replaced?** | Took to a different dealer than the one I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 30,000-39,999. |

| Other component(s) replaced (not listed previously) | |
|---|---|
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 30,000-39,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to a different dealer than the one I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **Which other component(s) did you replace?** | Module that operates airbag and ACC. They also did a computer upgrade because my center monitor went out. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Clarity of sound** | 4. |
| **Integration with media players** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Integration with phones** | 4. |
| **Head/leg/foot room** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Support for popular music/video formats** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Appearance of exterior paint** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 4. |
| **Ride quality** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | Carpeting in cargo area needs to go |
| **Ease of using system displays while driving** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |

| Engine Components | |
|---|---|
| **Engine Components** | Air filter.<br>Spark plugs. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Overview | |
|---|---|
| **Was the trouble resolved to your satisfaction?** | Yes. |

| Overview | |
|---|---|
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Seats.<br>Features/Controls/Displays. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Needs body side moulding |

| Detail on High Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | The upper end vehicles need body side moulding |

| Features and Controls | |
|---|---|
| **Features and Controls** | Cruise control system. |

| Other Components | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Seat Belts | |
|---|---|
| **Seat Belts** | Seat belt locks at inappropriate times or not at all; will not retract properly. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Your V8 is much better that the V6. I traded my 2013 V6 grand Cherokee in because it spent to much time in the shop, lemon I believe. I purchased the V8 and have had no engine issues. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT5EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/24/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6092310647 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M106377321 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 287808368 | ***Report Version*** | 1 | ***Open Date*** | 02/27/2015 |
| ***Close Date*** | 02/27/2015 | ***Narrative Date*** | 03/02/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Please indicate your ethnicity** | Nunya |
| **Please indicate your occupation.** | [redacted] |
| **Secondary vehicle in your household:** | BMW.<br>2012.<br>Secondary Household Vehicle: Purchased New.<br>Alpina B7. |
| **Primary vehicle in your household:** | Jeep.<br>2014.<br>Primary Household Vehicle: Purchased New.<br>Grand Cherokee. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **What is your primary language?** | English. |
| **Please indicate your highest education level** | PhD. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted]. |
| **What is your current marital status?** | [redacted] |

### Excessive wind noise

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate the location of the wind noise (check all that apply):** | Louder than I would have expected given the age of the vehicle and the door seals |
| **Please describe conditions when this trouble occurs:** | Driving between 45 And 70 MPH |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

### Hands-Free Phone / Bluetooth system loses connection

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Were you in the middle of a call?** | Yes, and did not transfer call to headset. |
| **Is there more than one phone paired to the vehicle?** | Yes. |
| **Lost connection problem happens when:** | In the middle of a call. |
| **Connection problem happens on:** | Bluetooth connection between cell phone and the radio. |

### Welcome

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |

### Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call

| | |
|---|---|
| **Does the issue occur when speaking at regular volume?** | Yes. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **At other times during use does your phone have poor call quality?** | Yes. |

| Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call | |
|---|---|
| **Sound quality is poor: (check one)** | For the receiver of the call. |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Integration with media players** | 2. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 3. |
| **Interior noise level while driving** | 3. |
| **Safety and visibility while driving** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Ride quality** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Engine exhaust sound** | 4. |
| **What are your favorite parts of your new vehicle?** | Leather seats |
| **Is there anything about your new vehicle you would like to see changed?** | Seat heater needs to get hotter otter. Not re |
| **Fuel economy and driving range** | 2. |
| **Clarity of sound** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 3. |
| **Brake responsiveness/effort** | 3. |
| **Ease of getting into and out of vehicle** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Support for popular music/video formats** | 3. |
| **Rear view styling (rear fascia, bumper)** | 3. |
| **Engine sound** | 3. |
| **Appearance of exterior paint** | 4. |
| **Engine performance during acceleration** | 5. |
| **Navigation system route accuracy** | 2. |
| **Headlight illumination/performance during night-time driving** | 2. |
| **Integration with phones** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Seat adjustment and comfort** | 3. |
| **Steering wheel adjustment** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone brand** | Apple. |
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **If known, please tell us your software version** | 8.0 |
| **Please tell us your cell phone model** | iPhone five and iPhone six |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location.<br>Fuel gauge/low fuel warning light work properly, but difficult to understand/use; displays are in a poor location. |

| Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location |
|---|

| Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Hard to follow access logic for controls. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Sometimes system shows acceptance of changes but after closing out it reverts to prior settings |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | No entry once car is moving. My passenger should be able to update while vehicle in motion. Can you link right front seatassenger presence ( same control as air bag activation for use? To allow Nav updates? |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system loses connection. |
| | Hands-Free Phone / Bluetooth system has poor sound quality at far end. |

| Lights | |
|---|---|
| **Lights** | Headlights not bright enough. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Detail on High Rated Items | |
|---|---|
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | When I press hard on gas pedal it performs, for passing, avoiding collision, joining traffic on freeway on ramp |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | I'd like greater heat in seats. I have a bad back, long drives the seat heater makes it palatable. Unfortunately the seat decides when the heater shuts off. It's anjoying to have to keep checking the dashboard controller and see if the damn seat has stopped heating. |

| Headlights not bright enough | |
|---|---|
| **Please describe the trouble you experienced:** | I'm used to my BMW 7 series sedan with excellent forward lighting. The headlamps on the Jeep really don't compare. |
| **Additional Comments:** | Light is safety fir the driver visual acuity and passenger safety. |
| **Please describe conditions when this trouble occurs:** | Nighttime |

| Wind Noise | |
|---|---|
| **Wind Noise** | Excessive wind noise. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |
| | Vehicle Exterior. |
| | Entertainment/Navigation System/Connectivity. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Wrong roads, non existent roads, ended up using my iPhone and iPad maos and google maps to get where we needed to go |
| | Travelled to Oregon on house hunting trip. Several times the device tried to take us to roads that didn't exist. |
| **Please indicate which navigation system item has trouble (check all that apply):** | See above |

| Overview | |
|---|---|
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Fuel gauge/low fuel warning light work properly, but difficult to understand/use; displays are in a poor location | |
|---|---|
| | Poor fuels indicator is valueless. |

| Fuel gauge/low fuel warning light work properly, but difficult to understand/use; displays are in a poor location | |
|---|---|
| **Please indicate why the fuel gauge/low fuel warning light controls/displays are difficult to understand/use; are in a poor location (check all that apply):** | |
| **Additional Comments:** | See comments under prior screen |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns.<br>Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | An awful lot of plastic in a sixty thousand dollar vehicle. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | Fuel indicator of "poor fuel" comes on intermittently, no matter best quality (national brands) high test or mid range in flex fuel vehicle. Lack of gas "cap" makes me wonder what the system is sampling to decide when this light is supposed to come on. Collision alert comes in WAY too late. AND has signaled when no collision was either imminent nor possible. Frankly it's a nuisance in high speed high volume traffic such as Los Angeles |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM5FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 12/09/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C157432637 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M296466748 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 288113099 | ***Report Version*** | 1 | ***Open Date*** | 03/03/2015 |
| ***Close Date*** | 03/03/2015 | ***Narrative Date*** | 03/04/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What price did you pay for your vehicle?** | Abaout $52,000 |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | The faulty crash mitigation is highly unsafe and can easily cause multiple fatalities. This in my opinion gave me a low impression of the vehicle. |
| **Dealership treatment** | 3. |
| **Ability to test drive** | 4. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Kelley Blue Book.<br>Vehicle test drive.<br>Lifestyle.<br>On-Line blogs or forums.<br>Value for the money.<br>Automotive magazines.<br>Consumer Reports ratings.<br>Features/Capabilities.<br>Internet research.<br>Manufacturer?s website.<br>Dealership information. |
| **Secondary vehicle in your household:** | Mazda.<br>626.<br>Secondary Household Vehicle: Purchased Used. |
| **Primary vehicle you were considering:** | Range Rover.<br>Primary Considered Vehicle: New.<br>2014.<br>Land Rover. |
| **When considering this vehicle** | Research online.<br>Test drive the vehicle.<br>Visit the dealership.<br>Interact with dealership by email.<br>Interact with dealership by phone. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: New.<br>M5.<br>BMW. |
| **Is this your first new vehicle ever purchased / leased?** | Yes. |
| **Please tell us about the vehicle you replaced (if applicable)** | BMW.<br>3-Series.<br>Replaced Vehicle: Purchased New. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used.<br>2005.<br>3 Series.<br>BMW. |
| **Please indicate your occupation.** | Professional Specialty. |
| **How may children 17 or under live in your household?** | 0. |
| **Trade-in allowance** | 1. |

| About You | |
|---|---|
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Price** | 5. |
| **Vehicle quality** | 5. |
| **Vehicle fuel economy** | 5. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Urban. |
| **What year were you born?** | Florida, USA |
| **Convenience of dealership location** | 1. |
| **Financing options** | 1. |
| **Vehicle availability** | 4. |
| **Vehicle styling** | 4. |
| **Please indicate your occupation status.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |

| Brakes pull noticeably to the right/left in normal use | |
|---|---|
| **Please describe conditions when this trouble occurs:** | At any time. |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | See above |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Crash Mitigation Activates at random speeds. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | The Crash Mitigation System appearrs to be faaulty and slams on the brakes at random with no visible threat. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | The crash mitigation is faulty. Considering law suit. |
| **What direction does the vehicle pull when braking?** | Both Left and Right - Varies with conditions. |
| **Vehicle pull is:** | Severe. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | I would like you to contact my wife at [redacted] and apologize for the vehicles faulty crash mitigation system. She was driving on the highway when, without warning the vehicle just slammed on the brakes and scared the shit out of her. She pulled over and was shaking for quite some time. She called the vehicles on board assistance and reported the incident. The rep could not give her any information on how to proceed. She then called me here in Afghanistan. I asked if she could park the vehicle and get a ride home. She could not so I had her shut off the crash mitigation system manually from the dashboard controls. The resulting traumatic stress has her nervous and uncomfortable driving the vehicle. I would additionally like to have a certified technician/engineer from corporate take a look at the vehicle and recommend a course of action as the local dealership mechanics made the comment that they have only been recently certified and have zero experience working with this vehicle and its systems (again, total loss of confidence). I would like to prevent legal action if possible however if Chrysler, Dodge, Jeep, Fiat Corporation continues to fail me and show lack of empathy I will have no choice in the matter bu to seek legal counsel. |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Overview | |
|---|---|
| **Was there information needed that was not included in the User Guide?** | no comment. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Motor Trend.<br>Road and Track.<br>Car and Driver.<br>Consumer Reports ratings. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied.<br>Yes. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took the vehicle to local dealership, however the issue has not been fixed as there have been delays in scheduling an appoinment. |
| **Did you review the Printed User Guide?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | Lack of detailed engine an vehicle performance info. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | The Smart Phone application UCOnnect" is very basic. Hackers can currently hack my vehicle and control more features than are offered with Uconnect. It would be benificial if the Uconnect/Smart phone system allowed control over more vehcile features as well as information regarding Make, Model, Odometer Reading, Vin#, GPS Tracking, detailed Engine Performance Information, Service Records, Etc. |
| **Please explain further about your choice to recommend your vehicle:** | The vehicle is highly unsafe. Researching law firms to decide on the best legal action to take against Jeep for the poor product and poor customer satisfaction and lack correspondence and communication. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Would you recommend this vehicle to family or friends?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | no comment. |
| **Which feature or section of the Printed User Guide did you find most helpful and why?** | no comment. |
| **Which feature or section of the Printed User Guide did you find least helpful and why?** | no comment. |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | Unlocking Vehicle and Remote Start. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |

| Detail on High Rated Items | |
|---|---|
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.** | Would like to see an option to change LED color accent lighting. |
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| | No Comment. |

| Detail on High Rated Items | |
|---|---|
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | Great illumination, would like to see an option added for black housing LED lights like the SRT model. |
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | No Comment. |

| Other | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe conditions when this trouble occurs:** | See above. |
| **Please describe the other trouble you experienced:** | No other trouble at this time, with the exception of the disappointing radial tires. The vehicle was listed as "Trail Rated" and off-road capable however the tires are inferior off-road tires. |

| Fuel consumption is worse than expected | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Where do you do most of your driving?** | City/freeway rush hour driving (stop and go driving with a variety of speeds below 45 mph). |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Please describe conditions when this trouble occurs:** | Normal driving conditions. |
| **Additional Comments:** | The vehicle fails to deliver on the advertised 30mpg highway and 25 city miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **How was your purchasing experience (the dealer/dealership)?** | 1. |
| **What is your attitude overall towards your new car?** | 1. |
| **Engine exhaust sound** | 3. |
| **Integration with phones** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Clarity of sound** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Yes, faulty crash mitigaation. |
| **What is your attitude overall towards the BRAND of your new car?** | 1. |
| **Interior noise level while driving** | 3. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Engine performance during acceleration** | 3. |
| **Integration with media players** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **What are your favorite parts of your new vehicle?** | Off-road capability, solid engine, infotainment, Uconnect. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Appearance of exterior paint** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Ride quality** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine sound** | 3. |
| **Navigation system route accuracy** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |

| Engine makes abnormal/excessive noises | |
|---|---|
| **Engine noise occurs while vehicle is (check all that apply):** | See prior.<br>See prior. |
| **Additional Comments:** | Engine sounds for this diesel engine are normal, just louder than expected and disconcerting. |
| **Please describe conditions when this trouble occurs:** | Vehicle engine sounds louder than expected from start and for full range of engine throttle. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **Engine noise sounds like (check all that apply):** | The 3.0 eco diesel engine sounds louder than expected but normal diesel clankiness. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Engine power is less than expected | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Trouble occurs while vehicle is (check all that apply):** | Engine has less power than expected through full range. |
| **Please describe conditions when this trouble occurs:** | Standard driving conditions. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?** | Yes. |

| Engine Fuel Consumption | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Brake System.<br>Other. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |

| Detail on Low Rated Items | |
|---|---|
| **You rated your attitude about the brand of your new car Low. Use this space to provide any specific comments you would like to share.** | The faulty crash mitigation is highly unsafe and can easily cause multiple fatalities. This in my opinion gave me a low impression of the vehicle. |
| **You rated your attitude overall towards your new car Low. Use this space to provide any specific comments you would like to share.** | The faulty crash mitigation is highly unsafe and can easily cause multiple fatalities. This in my opinion gave me a low impression of the vehicle. |
| **You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.** | Working with the dealership was a nightmare. Customer support and even corporate representation was equally unimpressive. Multiple delays and lack of information on the delivery of our vehicle was just plain unsatisfactory. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | The faulty crash mitigation is highly unsafe and can easily cause multiple fatalities. This in my opinion gave me a low impression of the vehicle. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | The 2015 Jeep Grand Cherokee Overland has many excellent features such as off-road capabilities, convienience packages, Uconnect system, and an excellent infotainment system that is intuitive. |
| **Feedback/Concerns:** | We need to resolve these issues with this Jeep. I am currently deployed overseas and the additional frustrations of a faulty vehicle have be very concerned for my wife's safety. I expect assistance in getting this matter resolved. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes pull noticeably to the right/left in normal use. |

| Engine Noise (abnormal) | |
|---|---|
| **Engine Noise (abnormal)** | Engine makes abnormal/excessive noises. |

| Engine Power | |
|---|---|
| **Engine power** | Engine power is less than expected. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM5FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 12/09/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C157432637 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M296466748 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 288113099 | ***Report Version*** | 4 | ***Open Date*** | 03/03/2015 |
| ***Close Date*** | 03/03/2015 | ***Narrative Date*** | 03/05/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: New.<br>BMW.<br>M5. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive.<br>Kelley Blue Book.<br>Dealership information.<br>Automotive magazines.<br>Consumer Reports ratings.<br>Features/Capabilities.<br>Internet research.<br>Manufacturer?s website.<br>Lifestyle.<br>On-Line blogs or forums.<br>Value for the money. |
| **Is this your first new vehicle ever purchased / leased?** | Yes. |
| **Please indicate your ethnicity** | [redacted] |
| **Secondary vehicle in your household:** | Mazda.<br>626.<br>Secondary Household Vehicle: Purchased Used. |
| **Primary vehicle you were considering:** | Range Rover.<br>Land Rover.<br>2014.<br>Primary Considered Vehicle: New. |
| **When considering this vehicle** | Research online.<br>Interact with dealership by phone.<br>Interact with dealership by email.<br>Test drive the vehicle.<br>Visit the dealership. |
| **Dealership treatment** | 3. |
| **Ability to test drive** | 4. |
| **Please indicate the primary drivers age.** | [redacted] |
| **Vehicle performance** | 5. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | The faulty crash mitigation is highly unsafe and can easily cause multiple fatalities. This in my opinion gave me a low impression of the vehicle. |
| **What price did you pay for your vehicle?** | Abaout $52,000 |
| **Convenience of dealership location** | 1. |
| **Financing options** | 1. |
| **Please tell us about the vehicle you replaced (if applicable)** | 3-Series.<br>Replaced Vehicle: Purchased New.<br>BMW. |
| **Vehicle availability** | 4. |
| **Vehicle styling** | 4. |
| **What year were you born?** | Florida, USA |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |

## About You

| | |
|---|---|
| **Trade-in allowance** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **Primary vehicle in your household:** | 3 Series.<br>BMW.<br>2005.<br>Primary Household Vehicle: Purchased Used. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Price** | 5. |
| **Vehicle quality** | 5. |
| **Vehicle fuel economy** | 5. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Urban. |
| **What is your primary language?** | English. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Please indicate your occupation.** | Professional Specialty. |

## Other

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe the other trouble you experienced:** | No other trouble at this time, with the exception of the disappointing radial tires. The vehicle was listed as "Trail Rated" and off-road capable however the tires are inferior off-road tires. |
| **Please describe conditions when this trouble occurs:** | See above. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

## Engine power is less than expected

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe conditions when this trouble occurs:** | Standard driving conditions. |
| **Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?** | Yes. |
| **Trouble occurs while vehicle is (check all that apply):** | Engine has less power than expected through full range. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

## Fuel consumption is worse than expected

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Where do you do most of your driving?** | City/freeway rush hour driving (stop and go driving with a variety of speeds below 45 mph). |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | The vehicle fails to deliver on the advertised 30mpg highway and 25 city miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | No. |
| **Please describe conditions when this trouble occurs:** | Normal driving conditions. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |

## Overview

| | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Motor Trend.<br>Road and Track.<br>Car and Driver.<br>Consumer Reports ratings. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Was there information needed that was not included in the User Guide?** | no comment. |

| Overview | |
|---|---|
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | no comment. |
| **Which feature or section of the Printed User Guide did you find most helpful and why?** | no comment. |
| **Which feature or section of the Printed User Guide did you find least helpful and why?** | no comment. |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | Unlocking Vehicle and Remote Start. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | Lack of detailed engine an vehicle performance info. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | The Smart Phone application UCOnnect" is very basic. Hackers can currently hack my vehicle and control more features than are offered with Uconnect. It would be benificial if the Uconnect/Smart phone system allowed control over more vehcile features as well as information regarding Make, Model, Odometer Reading, Vin#, GPS Tracking, detailed Engine Performance Information, Service Records, Etc. |
| **Please explain further about your choice to recommend your vehicle:** | The vehicle is highly unsafe. Researching law firms to decide on the best legal action to take against Jeep for the poor product and poor customer satisfaction and lack correspondence and communication. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took the vehicle to local dealership, however the issue has not been fixed as there have been delays in scheduling an appoinment. |
| **Did you review the Printed User Guide?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | I would like you to contact my wife at ([redacted] and apologize for the vehicles faulty crash mitigation system. She was driving on the highway when, without warning the vehicle just slammed on the brakes and scared the shit out of her. She pulled over and was shaking for quite some time. She called the vehicles on board assistance and reported the incident. The rep could not give her any information on how to proceed. She then called me here in Afghanistan. I asked if she could park the vehicle and get a ride home. She could not so I had her shut off the crash mitigation system manually from the dashboard controls. The resulting traumatic stress has her nervous and uncomfortable driving the vehicle. I would additionally like to have a certified technician/engineer from corporate take a look at the vehicle and recommend a course of action as the local dealership mechanics made the comment that they have only been recently certified and have zero experience working with this vehicle and its systems (again, total loss of confidence). I would like to prevent legal action if possible however if Chrysler, Dodge, Jeep, Fiat Corporation continues to fail me and show lack of empathy I will have no choice in the matter bu to seek legal counsel. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Steering and handling (responsiveness, stability)** | 5. |
| **Engine exhaust sound** | 3. |
| **Integration with phones** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 1. |
| **What is your attitude overall towards your new car?** | 1. |
| **Engine sound** | 3. |
| **Navigation system route accuracy** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Appearance of exterior paint** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Ride quality** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |
| **What are your favorite parts of your new vehicle?** | Off-road capability, solid engine, infotainment, Uconnect. |
| **Is there anything about your new vehicle you would like to see changed?** | Yes, faulty crash mitigaation. |
| **What is your attitude overall towards the BRAND of your new car?** | 1. |
| **Interior noise level while driving** | 3. |
| **Engine performance during acceleration** | 3. |
| **Integration with media players** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Clarity of sound** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |

| Engine makes abnormal/excessive noises | |
|---|---|
| **Engine noise occurs while vehicle is (check all that apply):** | See prior. |
| | See prior. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **Engine noise sounds like (check all that apply):** | The 3.0 eco diesel engine sounds louder than expected but normal diesel clankiness. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Vehicle engine sounds louder than expected from start and for full range of engine throttle. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | Engine sounds for this diesel engine are normal, just louder than expected and disconcerting. |

| Brakes pull noticeably to the right/left in normal use | |
|---|---|
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | See above |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Crash Mitigation Activates at random speeds. |
| **Please describe conditions when this trouble occurs:** | At any time. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Vehicle pull is:** | Severe. |

| Brakes pull noticeably to the right/left in normal use | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **What direction does the vehicle pull when braking?** | Both Left and Right - Varies with conditions. |
| **Additional Comments:** | The crash mitigation is faulty. Considering law suit. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | The Crash Mitigation System appearrs to be faaulty and slams on the brakes at random with no visible threat. |

| Engine Fuel Consumption | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Detail on High Rated Items | |
|---|---|
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | Great illumination, would like to see an option added for black housing LED lights like the SRT model. |
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | No Comment. |
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.** | Would like to see an option to change LED color accent lighting. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | The faulty crash mitigation is highly unsafe and can easily cause multiple fatalities. This in my opinion gave me a low impression of the vehicle. |
| **You rated your attitude overall towards your new car Low. Use this space to provide any specific comments you would like to share.** | The faulty crash mitigation is highly unsafe and can easily cause multiple fatalities. This in my opinion gave me a low impression of the vehicle. |
| **You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.** | Working with the dealership was a nightmare. Customer support and even corporate representation was equally unimpressive. Multiple delays and lack of information on the delivery of our vehicle was just plain unsatisfactory. |

| Detail on Low Rated Items | |
|---|---|
| **You rated your attitude about the brand of your new car Low. Use this space to provide any specific comments you would like to share.** | The faulty crash mitigation is highly unsafe and can easily cause multiple fatalities. This in my opinion gave me a low impression of the vehicle. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes pull noticeably to the right/left in normal use. |

| Engine Noise (abnormal) | |
|---|---|
| **Engine Noise (abnormal)** | Engine makes abnormal/excessive noises. |

| Engine Power | |
|---|---|
| **Engine power** | Engine power is less than expected. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | The 2015 Jeep Grand Cherokee Overland has many excellent features such as off-road capabilities, convienience packages, Uconnect system, and an excellent infotainment system that is intuitive. |
| **Feedback/Concerns:** | We need to resolve these issues with this Jeep. I am currently deployed overseas and the additional frustrations of a faulty vehicle have be very concerned for my wife's safety. I expect assistance in getting this matter resolved. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Other.<br>Engine. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ2EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/09/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6091310137 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M086378695 | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 288217688 | ***Report Version*** | 3 | ***Open Date*** | 03/04/2015 |
| ***Close Date*** | 03/04/2015 | ***Narrative Date*** | 03/05/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | I want the Hellcat engine put into the GC. |
| **Ease of using system displays while driving** | 4. |
| **Support for popular music/video formats** | 4. |
| **Engine sound** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Ride quality** | 4. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Interior noise level while driving** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Navigation system route accuracy** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine exhaust sound** | 2. |
| **Integration with media players** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Clarity of sound** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **What are your favorite parts of your new vehicle?** | Great performance when needed and yet discreet when not |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |

### Detail on Low Rated Items

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Not having finer adjustments to ride comfort or engine performance. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Putting the SRT-type engines in the GC. |
| **Feedback/Concerns:** | I want the Hellcat engine in a GC. |

| Seat Squeak/Rattle | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Please indicate which seat has a squeak/rattle (check all that apply):** | around lumbar area it makes squeaking noises. Taken it in before but nothing was done. |
| **Trouble occurs under these surface conditions (check all that apply):** | Downhill. |
| | Sideslope. |
| | Uphill. |
| | Level Ground. |
| | Bumpy or uneven surface. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Seat Squeak/Rattle** | Seat Squeak/Rattle. |

| Brake rotors - front | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | $100-$499. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |

| Sun visor | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **How much did the replacement cost?** | Under $100. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |

| About You | |
|---|---|
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **What is your primary language?** | English. |
| **Primary vehicle in your household:** | Grand Cherokee. |
| | Jeep. |
| | 2014. |
| | Primary Household Vehicle: Purchased New. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased New. |
| | Sky. |
| | 2009. |
| | Saturn. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **What is your current marital status?** | [redacted] |
| **Please indicate your highest education level** | [redacted] |

| Abnormal squeaks/rattles/noises coming from rear side doors | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 18-24 months into ownership. |
| **Please describe conditions when this trouble occurs:** | Going over speed bumps, the body twists a little and hear squeaking coming from around the pillar area |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which rear door has abnormal noises (check all that apply):** | Passenger's side rear door. |

| Brakes are excessively noisy | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | Clear/dry road conditions. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Low speeds (1-25 MPH). |
| **What does the noise sound like?** | Squeak/squeal. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What area of the vehicle is the brake noise coming from?** | Front Brakes. |
| **Please describe conditions when this trouble occurs:** | Hear squealing hen lightly pressing brakes when going a few mph. |
| **Additional Comments:** | This happened several months after ownership. Had pads and rotors replaced 5k-6k miles ago and now squealing again. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Hear squealing hen lightly pressing brakes when going a few mph. |

| Brake System Components | |
|---|---|
| **Brake System Components** | Brake pads - front.<br>Brake rotors - front.<br>Brake pads - rear.<br>Brake rotors/drums - rear.<br>Brake booster. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Vehicle Exterior.<br>Transmission and Drivetrain.<br>Interior Trim/Storage/Windows.<br>Seats. |

| Brake Noise | |
|---|---|
| **Brake Noise** | Brakes are excessively noisy. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes generate excessive brake dust. |

| Interior Trim/Storage/Window Components | |
|---|---|
| **Interior Trim/Storage/Window Components** | Cargo cover (interior).<br>Sun visor. |

| Body panels/doors misaligned/excessive gaps/poor fit | |
|---|---|
| **Please indicate the location of the trouble (check all that apply):** | Front bumper always been slightly misaligned as compared to other side. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Gear selector is difficult to operate (auto. trans.). |

| Gear selector is difficult to operate (auto. trans.) | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | Going into R or N is difficult from P or D/S. When I want R, sometimes goes into N and vice versa. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Why is the gear selector difficult to operate?** | Other (please describe). |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe conditions when this trouble occurs:** | Going into R or N is difficult from P or D/S. When I want R, sometimes goes into N and vice versa. |

| Overview | |
|---|---|
| **If our team has any additional questions about your responses, would you accept further contact?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes.<br>None or other (if other, please describe). |

| Overview | |
|---|---|
| **Which automotive publications do you subscribe to? (check all that apply)** | |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

| Other Components | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

| Brake pads - front | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |

| Cargo cover (interior) | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | $100-$499. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |

| Air filter | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |

| Brake booster | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |

| Brake pads - rear | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Brakes generate excessive brake dust | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe conditions when this trouble occurs:** | I have black chrome wheels. 3-4 days of normal driving and the wheels have a matte look due to dust |
| **Where does the excessive brake dust build-up appear?** | Front wheels. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Body panels/doors misaligned/excessive gaps/poor fit. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Brake rotors/drums - rear | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **How much did the replacement cost?** | $100-$499. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |

| Cruise control |
|---|

| Cruise control | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **How much did the replacement cost?** | $1,000-$2,000. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |

| Other component(s) replaced (not listed previously) | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **Which other component(s) did you replace?** | Oil pressure sensor, adaptive cruise control module |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 20,000-29,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Rear Side Doors | |
|---|---|
| **Rear Side Doors** | Abnormal squeaks/rattles/noises coming from rear side doors. |

| Engine Components | |
|---|---|
| **Engine Components** | Air filter. |

| Features/Controls/Displays Components | |
|---|---|
| **Features/Controls/Displays Components** | Cruise control. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJFDJ2EC[redacted] | **Model Year** | 2014 | **Body** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| **Built Date** | 04/09/2013 | **Market** | U | US | **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| **Engine** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | **Serial#** | 6091310137 | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | **Serial#** | M086378695 | |
| **Color** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 288217688 | **Report Version** | 4 | **Open Date** | 03/04/2015 |
| **Close Date** | 03/04/2015 | **Narrative Date** | 03/06/2015 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### Other component(s) replaced (not listed previously)

| | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **Which other component(s) did you replace?** | Oil pressure sensor, adaptive cruise control module |

### Brake booster

| | |
|---|---|
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |

### Brake rotors - front

| | |
|---|---|
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **How much did the replacement cost?** | $100-$499. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

### Cruise control

| | |
|---|---|
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **How much did the replacement cost?** | $1,000-$2,000. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

### About You

| | |
|---|---|
| **Secondary vehicle in your household:** | 2009.<br>Saturn.<br>Secondary Household Vehicle: Purchased New.<br>Sky. |
| **Primary vehicle in your household:** | 2014.<br>Primary Household Vehicle: Purchased New.<br>Jeep.<br>Grand Cherokee. |
| **What is your current marital status?** | [redacted]. |
| **Please indicate your highest education level** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your occupation.** | [redacted]. |
| **Please indicate your gender** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Integration with phones** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **What are your favorite parts of your new vehicle?** | Great performance when needed and yet discreet when not |
| **Engine exhaust sound** | 2. |
| **Integration with media players** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Clarity of sound** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Interior noise level while driving** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Navigation system route accuracy** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | I want the Hellcat engine put into the GC. |
| **Ease of using system displays while driving** | 4. |
| **Support for popular music/video formats** | 4. |
| **Engine sound** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Ride quality** | 4. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |

| Gear selector is difficult to operate (auto. trans.) | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe conditions when this trouble occurs:** | Going into R or N is difficult from P or D/S. When I want R, sometimes goes into N and vice versa. |
| **Why is the gear selector difficult to operate?** | Other (please describe). |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | Going into R or N is difficult from P or D/S. When I want R, sometimes goes into N and vice versa. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Cargo cover (interior) | |
|---|---|
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **How much did the replacement cost?** | $100-$499. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Rear Side Doors | |
|---|---|
| **Rear Side Doors** | Abnormal squeaks/rattles/noises coming from rear side doors. |

| Engine Components | |
|---|---|
| **Engine Components** | Air filter. |

| Brake System Components | |
|---|---|
| **Brake System Components** | Brake booster.<br>Brake pads - rear.<br>Brake rotors/drums - rear.<br>Brake rotors - front.<br>Brake pads - front. |

| Seat Squeak/Rattle | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Bumpy or uneven surface.<br>Level Ground.<br>Uphill.<br>Downhill.<br>Sideslope. |
| **Seat Squeak/Rattle** | Seat Squeak/Rattle. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Please indicate which seat has a squeak/rattle (check all that apply):** | around lumbar area it makes squeaking noises. Taken it in before but nothing was done. |

| Features/Controls/Displays Components | |
|---|---|
| **Features/Controls/Displays Components** | Cruise control. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Seats.<br>Transmission and Drivetrain.<br>Brake System.<br>Vehicle Exterior. |

| Brakes generate excessive brake dust | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please describe conditions when this trouble occurs:** | I have black chrome wheels. 3-4 days of normal driving and the wheels have a matte look due to dust |
| **Where does the excessive brake dust build-up appear?** | Front wheels. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Brakes are excessively noisy | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Hear squealing hen lightly pressing brakes when going a few mph. |
| **Please describe conditions when this trouble occurs:** | Hear squealing hen lightly pressing brakes when going a few mph. |
| **Additional Comments:** | This happened several months after ownership. Had pads and rotors replaced 5k-6k miles ago and now squealing again. |
| **What area of the vehicle is the brake noise coming from?** | Front Brakes. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | Clear/dry road conditions. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Low speeds (1-25 MPH). |
| **What does the noise sound like?** | Squeak/squeal. |

| Abnormal squeaks/rattles/noises coming from rear side doors | |
|---|---|
| **Please indicate which rear door has abnormal noises (check all that apply):** | Passenger's side rear door. |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Going over speed bumps, the body twists a little and hear squeaking coming from around the pillar area |

| Abnormal squeaks/rattles/noises coming from rear side doors | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 18-24 months into ownership. |

| Overview | |
|---|---|
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | No. |

| Brake pads - rear | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **How much did the replacement cost?** | Under $100. |

| Brake pads - front | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Brake rotors/drums - rear | |
|---|---|
| **How much did the replacement cost?** | $100-$499. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | I want the Hellcat engine in a GC. |
| **What has Chrysler done right?** | Putting the SRT-type engines in the GC. |

| Sun visor | |
|---|---|
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **How much did the replacement cost?** | Under $100. |

| Air filter | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |

| Body panels/doors misaligned/excessive gaps/poor fit | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate the location of the trouble (check all that apply):** | Front bumper always been slightly misaligned as compared to other side. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 20,000-29,999. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Body panels/doors misaligned/excessive gaps/poor fit. |

| Contact Me | |
|---|---|
| | No. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | |

| Interior Trim/Storage/Window Components | |
|---|---|
| **Interior Trim/Storage/Window Components** | Sun visor.<br>Cargo cover (interior). |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Not having finer adjustments to ride comfort or engine performance. |

| Brake Noise | |
|---|---|
| **Brake Noise** | Brakes are excessively noisy. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes generate excessive brake dust. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Gear selector is difficult to operate (auto. trans.). |

| Other Components | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM5FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 12/09/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C157432637 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M296466748 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 5[redacted] | ***System Key*** | 288113099 | ***Report Version*** | 5 | ***Open Date*** | 03/03/2015 |
| ***Close Date*** | 03/03/2015 | ***Narrative Date*** | 03/06/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Engine makes abnormal/excessive noises

| | |
|---|---|
| **Additional Comments:** | Engine sounds for this diesel engine are normal, just louder than expected and disconcerting. |
| **Engine noise occurs while vehicle is (check all that apply):** | See prior. |
| | See prior. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **Engine noise sounds like (check all that apply):** | The 3.0 eco diesel engine sounds louder than expected but normal diesel clankiness. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Vehicle engine sounds louder than expected from start and for full range of engine throttle. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Detail on High Rated Items

| | |
|---|---|
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.** | Would like to see an option to change LED color accent lighting. |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | Great illumination, would like to see an option added for black housing LED lights like the SRT model. |
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | No Comment. |
| | No Comment. |

| Detail on High Rated Items | |
|---|---|
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | No Comment. |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | No Comment. |

| Fuel consumption is worse than expected | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Normal driving conditions. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Where do you do most of your driving?** | City/freeway rush hour driving (stop and go driving with a variety of speeds below 45 mph). |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **Additional Comments:** | The vehicle fails to deliver on the advertised 30mpg highway and 25 city miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | No. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **What are your favorite parts of your new vehicle?** | Off-road capability, solid engine, infotainment, Uconnect. |
| **Is there anything about your new vehicle you would like to see changed?** | Yes, faulty crash mitigaation. |
| **What is your attitude overall towards the BRAND of your new car?** | 1. |
| **Interior noise level while driving** | 3. |
| **Engine performance during acceleration** | 3. |
| **Integration with media players** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Clarity of sound** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 1. |
| **What is your attitude overall towards your new car?** | 1. |
| **Engine exhaust sound** | 3. |
| **Integration with phones** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Engine sound** | 3. |
| **Navigation system route accuracy** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Appearance of exterior paint** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Ride quality** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |

| Other | |
|---|---|
| **Please describe conditions when this trouble occurs:** | See above. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe the other trouble you experienced:** | No other trouble at this time, with the exception of the disappointing radial tires. The vehicle was listed as "Trail Rated" and off-road capable however the tires are inferior off-road tires. |

| Brakes pull noticeably to the right/left in normal use | |
|---|---|
| **Additional Comments:** | The crash mitigation is faulty. Considering law suit. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | The Crash Mitigation System appearrs to be faaulty and slams on the brakes at random with no visible threat. |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | See above |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Crash Mitigation Activates at random speeds. |
| **Please describe conditions when this trouble occurs:** | At any time. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What direction does the vehicle pull when braking?** | Both Left and Right - Varies with conditions. |
| **Vehicle pull is:** | Severe. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Detail on Low Rated Items | |
|---|---|
| **You rated your attitude about the brand of your new car Low. Use this space to provide any specific comments you would like to share.** | The faulty crash mitigation is highly unsafe and can easily cause multiple fatalities. This in my opinion gave me a low impression of the vehicle. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | The faulty crash mitigation is highly unsafe and can easily cause multiple fatalities. This in my opinion gave me a low impression of the vehicle. |
| **You rated your attitude overall towards your new car Low. Use this space to provide any specific comments you would like to share.** | The faulty crash mitigation is highly unsafe and can easily cause multiple fatalities. This in my opinion gave me a low impression of the vehicle. |
| **You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.** | Working with the dealership was a nightmare. Customer support and even corporate representation was equally unimpressive. Multiple delays and lack of information on the delivery of our vehicle was just plain unsatisfactory. |

| About You | |
|---|---|
| **How may children 17 or under live in your household?** | 0. |
| **Primary vehicle in your household:** | 2005. |
| | Primary Household Vehicle: Purchased Used. |
| | 3 Series. |
| | BMW. |
| **Primary vehicle you were considering:** | 2014. |
| | Primary Considered Vehicle: New. |
| | Range Rover. |
| | Land Rover. |
| **Secondary vehicle in your household:** | 626. |
| | Secondary Household Vehicle: Purchased Used. |
| | Mazda. |
| **Please tell us about the vehicle you replaced (if applicable)** | BMW. |
| | 3-Series. |
| | Replaced Vehicle: Purchased New. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Lifestyle. |
| | On-Line blogs or forums. |
| | Value for the money. |
| | Vehicle test drive. |
| | Kelley Blue Book. |
| | Dealership information. |

## About You

| | |
|---|---|
| | Automotive magazines. |
| | Consumer Reports ratings. |
| | Features/Capabilities. |
| | Internet research. |
| | Manufacturer?s website. |
| **Secondary vehicle you were considering:** | M5. |
| | Secondary Considered Vehicle: New. |
| | BMW. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Please indicate your occupation.** | Professional Specialty. |
| **When considering this vehicle** | Test drive the vehicle. |
| | Visit the dealership. |
| | Research online. |
| | Interact with dealership by phone. |
| | Interact with dealership by email. |
| **Is this your first new vehicle ever purchased / leased?** | Yes. |
| **Please indicate your ethnicity** | Caucasian. |
| **Dealership treatment** | 3. |
| **Ability to test drive** | 4. |
| **Please indicate the primary driver's age.** | 40 - 49. |
| **Vehicle performance** | 5. |
| **What price did you pay for your vehicle?** | Abaout $52,000 |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | The faulty crash mitigation is highly unsafe and can easily cause multiple fatalities. This in my opinion gave me a low impression of the vehicle. |
| **What year were you born?** | Florida, USA |
| **Please indicate your occupation status.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Convenience of dealership location** | 1. |
| **Financing options** | 1. |
| **Vehicle availability** | 4. |
| **Vehicle styling** | 4. |
| **Trade-in allowance** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Price** | 5. |
| **Vehicle quality** | 5. |
| **Vehicle fuel economy** | 5. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Urban. |

## Overview

| | |
|---|---|
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took the vehicle to local dealership, however the issue has not been fixed as there have been delays in scheduling an appoinment. |
| **Did you review the Printed User Guide?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Road and Track. |
| | Motor Trend. |
| | Car and Driver. |
| | Consumer Reports ratings. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Overview | |
|---|---|
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Was there information needed that was not included in the User Guide?** | no comment. |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | no comment. |
| **Which feature or section of the Printed User Guide did you find most helpful and why?** | no comment. |
| **Which feature or section of the Printed User Guide did you find least helpful and why?** | no comment. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | Unlocking Vehicle and Remote Start. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | Lack of detailed engine an vehicle performance info. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | The Smart Phone application UCOnnect" is very basic. Hackers can currently hack my vehicle and control more features than are offered with Uconnect. It would be benificial if the Uconnect/Smart phone system allowed control over more vehcile features as well as information regarding Make, Model, Odometer Reading, Vin#, GPS Tracking, detailed Engine Performance Information, Service Records, Etc. |
| **Please explain further about your choice to recommend your vehicle:** | The vehicle is highly unsafe. Researching law firms to decide on the best legal action to take against Jeep for the poor product and poor customer satisfaction and lack correspondence and communication. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Would you recommend this vehicle to family or friends?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Engine power is less than expected | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **Please describe conditions when this trouble occurs:** | Standard driving conditions. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?** | Yes. |
| **Trouble occurs while vehicle is (check all that apply):** | Engine has less power than expected through full range. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Brake System.<br>Other. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | I would like you to contact my wife at (910)545-6002 and apologize for the vehicles faulty crash mitigation system. She was driving on the highway when, without warning the vehicle just slammed on the brakes and scared the shit out of her. She pulled over and was shaking for quite some time. She called the vehicles on board assistance and reported the incident. The rep could not give her any information on how to proceed. She then called me here in Afghanistan. I asked if she could park the vehicle and get a ride home. She could not so I had her shut off the crash mitigation system manually from the dashboard controls. The resulting traumatic stress has her nervous and uncomfortable driving the vehicle. I would additionally like to have a certified technician/engineer from corporate take a look at the vehicle and recommend a course of action as the local dealership |

| Contact Me | |
|---|---|
| | mechanics made the comment that they have only been recently certified and have zero experience working with this vehicle and its systems (again, total loss of confidence). I would like to prevent legal action if possible however if Chrysler, Dodge, Jeep, Fiat Corporation continues to fail me and show lack of empathy I will have no choice in the matter bu to seek legal counsel. |

| Engine Fuel Consumption | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Engine Noise (abnormal) | |
|---|---|
| **Engine Noise (abnormal)** | Engine makes abnormal/excessive noises. |

| Engine Power | |
|---|---|
| **Engine power** | Engine power is less than expected. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes pull noticeably to the right/left in normal use. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | The 2015 Jeep Grand Cherokee Overland has many excellent features such as off-road capabilities, convienience packages, Uconnect system, and an excellent infotainment system that is intuitive. |
| **Feedback/Concerns:** | We need to resolve these issues with this Jeep. I am currently deployed overseas and the additional frustrations of a faulty vehicle have be very concerned for my wife's safety. I expect assistance in getting this matter resolved. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBT9EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/11/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | ***Serial#*** | 6116311081 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M125353565 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 287606776 | ***Report Version*** | 5 | ***Open Date*** | 02/25/2015 |
| ***Close Date*** | 02/25/2015 | ***Narrative Date*** | 03/04/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### AM/FM/HD/Satellite radio channels have poor or no reception

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Highway most frequently but often intown |
| **Please indicate which frequency band has trouble (check all that apply):** | Intermittent loud pinging noise |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### About You

| | |
|---|---|
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted]. |
| **Please indicate your occupation.** | [redacted] |
| **Secondary vehicle in your household:** | 3/4 Ton Pickups.<br>Chevrolet.<br>Secondary Household Vehicle: Purchased New. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Please indicate the primary driver's age.** | [redacted]. |
| **What is your primary language?** | English. |
| **Primary vehicle in your household:** | Grand Cherokee.<br>Jeep.<br>2014.<br>Primary Household Vehicle: Purchased New. |
| **What is your current marital status?** | [redacted]. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Brake responsiveness/effort** | 3. |
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine performance during acceleration** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Integration with media players** | 4. |
| **Support for popular music/video formats** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Appearance of exterior paint** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Clarity of sound** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **What is your attitude overall towards your new car?** | 5. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Brakes vibrate/shudder excessively when applied | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Slow speeds, parking lots |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | Rainy/wet road conditions. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Auto braking at highway speeds with no vehicle near<br>Grinding sounds I parking lots |
| **Vibration is:** | Severe. |

| Heater takes too long to get hot | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate typical weather conditions when heater trouble occurs (check all that apply):** | Outside temperature below 50? F. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please tell us your cell phone model** | IPhone 6 |
| **Please choose your cell phone brand** | Apple. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes vibrate/shudder excessively when applied. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Heater takes too long to get hot.<br>Heating, ventilation and air conditioning doesn't maintain desired temperature. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Brake System. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| | Entertainment/Navigation System/Connectivity. |

| Media | |
|---|---|
| **Media** | Radio. |

| Overview | |
|---|---|
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Please explain further about your choice to recommend your vehicle:** | Dealership states they don't have advisory on my problems |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Noise with AM radio transmission highway driving, slow to heat interior to comfortable level, intermittent braking problems, doors unlock after walking away from locked car, intermittent difficulty opening car door requiring us of key fob |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Slow to advise dealership of customer complaints |
| **What has Chrysler done right?** | Dealership attempts to assist customer in ratifying problems |

| Heating, ventilation and air conditioning doesnt maintain desired temperature | |
|---|---|
| **At what internal temperature does the setting no longer maintain desired temperature (check all that apply):** | 70-75 degrees. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **Please indicate which HVAC zone does not maintain desired temperature (check all that apply):** | Front HVAC. |
| **Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):** | Outside temperature between 50 and 59 degrees. |

| Radio | |
|---|---|
| **Radio** | AM/FM/HD/Satellite radio channels have poor or no reception. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT5EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/24/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | ***Serial#*** | 6092310647 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M106377321 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 287808368 | ***Report Version*** | 7 | ***Open Date*** | 02/27/2015 |
| ***Close Date*** | 02/27/2015 | ***Narrative Date*** | 03/06/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **Please tell us your cell phone model** | iPhone five and iPhone six |
| **If known, please tell us your software version** | 8.0 |
| **Please choose your cell phone brand** | Apple. |
| **Please choose your cell phone carrier** | AT&T Mobile. |

### Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Navigation system route accuracy** | 2. |
| **Headlight illumination/performance during night-time driving** | 2. |
| **Support for popular music/video formats** | 3. |
| **Rear view styling (rear fascia, bumper)** | 3. |
| **Engine sound** | 3. |
| **Appearance of exterior paint** | 4. |
| **Engine performance during acceleration** | 5. |
| **What are your favorite parts of your new vehicle?** | Leather seats |
| **Is there anything about your new vehicle you would like to see changed?** | Seat heater needs to get hotter otter. Not re |
| **Fuel economy and driving range** | 2. |
| **Clarity of sound** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 3. |
| **Brake responsiveness/effort** | 3. |
| **Ease of getting into and out of vehicle** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Integration with phones** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Seat adjustment and comfort** | 3. |
| **Steering wheel adjustment** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Integration with media players** | 2. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 3. |
| **Interior noise level while driving** | 3. |
| **Safety and visibility while driving** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ride quality** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |

| About You | |
|---|---|
| **Please indicate the primary driver's age.** | [redacted] |
| **Secondary vehicle in your household:** | Alpina B7.<br>Secondary Household Vehicle: Purchased New.<br>2012.<br>BMW. |
| **Please indicate your occupation status.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **What is your primary language?** | English. |
| **Please indicate your highest education level** | PhD. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Primary vehicle in your household:** | Grand Cherokee.<br>Primary Household Vehicle: Purchased New.<br>2014.<br>Jeep. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Please indicate your ethnicity** | Nunya |
| **Please indicate your occupation.** | [redacted] |

| Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call | |
|---|---|
| **Sound quality is poor: (check one)** | For the receiver of the call. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **At other times during use does your phone have poor call quality?** | Yes. |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **Does the issue occur when speaking at regular volume?** | Yes. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Travelled to Oregon on house hunting trip. Several times the device tried to take us to roads that didn't exist.<br>Wrong roads, non existent roads, ended up using my iPhone and iPad maos and google maps to get where we needed to go |
| **Please indicate which navigation system item has trouble (check all that apply):** | See above |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Overview | |
|---|---|
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Fuel gauge/low fuel warning light work properly, but difficult to understand/use; displays are in a poor location | |
|---|---|
| **Please indicate why the fuel gauge/low fuel warning light controls/displays are difficult to understand/use; are in a poor location (check all that apply):** | Poor fuels indicator is valueless. |
| **Additional Comments:** | See comments under prior screen |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns.<br>Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **Is there more than one phone paired to the vehicle?** | Yes. |
| **Were you in the middle of a call?** | Yes, and did not transfer call to headset. |
| **Connection problem happens on:** | Bluetooth connection between cell phone and the radio. |
| **Lost connection problem happens when:** | In the middle of a call. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Detail on High Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | I'd like greater heat in seats. I have a bad back, long drives the seat heater makes it palatable. Unfortunately the seat decides when the heater shuts off. It's anjoying to have to keep checking the dashboard controller and see if the damn seat has stopped heating. |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | When I press hard on gas pedal it performs, for passing, avoiding collision, joining traffic on freeway on ramp |

| Headlights not bright enough | |
|---|---|
| **Please describe the trouble you experienced:** | I'm used to my BMW 7 series sedan with excellent forward lighting. The headlamps on the Jeep really don't compare. |
| **Please describe conditions when this trouble occurs:** | Nighttime |
| **Additional Comments:** | Light is safety fir the driver visual acuity and passenger safety. |

| Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Sometimes system shows acceptance of changes but after closing out it reverts to prior settings |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | No entry once car is moving. My passenger should be able to update while vehicle in motion. Can you link right front seatassenger presence ( same control as air bag activation for use? To allow Nav updates? |
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Hard to follow access logic for controls. |

| Excessive wind noise | |
|---|---|
| **Please indicate the location of the wind noise (check all that apply):** | Louder than I would have expected given the age of the vehicle and the door seals |
| **Please describe conditions when this trouble occurs:** | Driving between 45 And 70 MPH |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Wind Noise | |
|---|---|
| **Wind Noise** | Excessive wind noise. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Entertainment/Navigation System/Connectivity.<br>Vehicle Exterior. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Fuel gauge/low fuel warning light work properly, but difficult to understand/use; displays are in a poor location.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| | Fuel indicator of "poor fuel" comes on intermittently, no matter best quality (national brands) high test or mid range in flex fuel vehicle. Lack of gas "cap" makes me wonder what the system is sampling to decide when this light is supposed to come on. Collision alert comes in WAY too late. AND has signaled when no collision was either imminent nor possible. Frankly it's a nuisance in high speed high volume traffic such as Los Angeles |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system has poor sound quality at far end.<br>Hands-Free Phone / Bluetooth system loses connection. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | An awful lot of plastic in a sixty thousand dollar vehicle. |

| Lights | |
|---|---|
| **Lights** | Headlights not bright enough. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/03/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 MDS VVT ENGINE | | | ***Serial#*** | 6109310803 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M101384518 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 287808696 | ***Report Version*** | 7 | ***Open Date*** | 02/28/2015 |
| ***Close Date*** | 02/28/2015 | ***Narrative Date*** | 03/06/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Seat belt locks at inappropriate times or not at all; will not retract properly

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | 30,000-39,999. |
| **Additional Comments:** | The seat belt was latched, but vehicle didn't recognize and the alarm would continuously alarm. The little light on the dash would light up also |
| **Please indicate which seat belt has trouble (check all that apply):** | Driver's seat. |
| **Seat belt trouble is:** | Other (please describe). |

### Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 4. |
| **Ride quality** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Appearance of exterior paint** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Integration with phones** | 4. |
| **Head/leg/foot room** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Support for popular music/video formats** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Carpeting in cargo area needs to go |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Clarity of sound** | 4. |
| **Integration with media players** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Vehicle storage and space usage** | 4. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| About You | |
|---|---|
| **Please indicate your ethnicity** | [redacted] |
| **Primary vehicle in your household:** | Grand Cherokee.<br>2014.<br>Jeep.<br>Primary Household Vehicle: Purchased New. |
| **Secondary vehicle in your household:** | HUMMER.<br>Secondary Household Vehicle: Purchased New.<br>2007.<br>H3. |
| **What is your current marital status?** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please indicate your gender** | [redacted]. |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your occupation status.** | [redacted] |
| **What is your primary language?** | English. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your highest education level** | 4 year college degree. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **What is your total household income (before taxes)?** | More than $200,000. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Cruise control system. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Seats. |

| Other Components | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

| Air filter | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to a different dealer than the one I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |

| Overview | |
|---|---|
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

| Detail on Low Rated Items |
|---|

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Needs body side moulding |

| Detail on High Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | The upper end vehicles need body side moulding |

| Other component(s) replaced (not listed previously) | |
|---|---|
| **Which other component(s) did you replace?** | Module that operates airbag and ACC. They also did a computer upgrade because my center monitor went out. |
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 30,000-39,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to a different dealer than the one I purchased my vehicle from. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Your V8 is much better that the V6. I traded my 2013 V6 grand Cherokee in because it spent to much time in the shop, lemon I believe. I purchased the V8 and have had no engine issues. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Seat Belts | |
|---|---|
| **Seat Belts** | Seat belt locks at inappropriate times or not at all; will not retract properly. |

| Engine Components | |
|---|---|
| **Engine Components** | Spark plugs.<br>Air filter. |

| Spark plugs | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to a different dealer than the one I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 30,000-39,999. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **How much did the replacement cost?** | Under $100. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | The ACC recently went out. They replaced a module. Along with the airbag module. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECT1EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | |
| ***Built Date*** | 02/28/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6043310541 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M010302534 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 288413724 | ***Report Version*** | 1 | ***Open Date*** | 03/08/2015 |
| ***Close Date*** | 03/08/2015 | ***Narrative Date*** | 03/09/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Hand brake/parking brake does not adequately hold vehicle

| | |
|---|---|
| **Where does the hand brake/parking brake problem occur?** | Will not hold vehicle on a slight incline. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

### Welcome

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |

### Overview

| | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Simi Valley |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

### Instrument panel illumination/warning/indicator lights broken/not working

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe in the box below where on the instrument panel/dashboard the trouble with broken/damaged materials is located:** | Headlights on during the day cause panel to dim and hard to see. Need better tuning on headlights. Dealer has looked at and claims it is working properly. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Instrument panel illumination broken/not working. |

### Voice Activation System works properly, but difficult to understand/use; controls in a poor location

| | |
|---|---|
| **Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):** | Navigation.<br>Phone. |
| **Please indicate which of the following best describes your concern (check all that apply):** | doesn't understand most commands |
| **Please indicate why the Voice Actication System controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much attention (must take eyes off the road) to operate.<br>Ideal would be to have display pivot to passenger so that the passenger could enter nav location. When screen is pivoted back to driver, the data entry lockout would be re-engaged. Having to stop to enter this data is a hassle. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Other.<br>Features/Controls/Displays.<br>Interior Trim/Storage/Windows.<br>Brake System.<br>Entertainment/Navigation System/Connectivity. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| | Vehicle Exterior. |

| Other Components | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

| About You | |
|---|---|
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>Volkswagen.<br>Jetta Sedan.<br>2013. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your ethnicity** | [redacted] |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your occupation status.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your primary language?** | English. |
| **What year were you born?** | [redacted] |
| **Please indicate your occupation.** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **What is your total household income (before taxes)?** | More than $200,000. |

| Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | System regularly deletes radio presets. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Squeak/rattle/abnormal noises from headliner | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please describe in the box below where from the headliner the trouble with abnormal noises is located:** | Squeak/rattle from area around the sun roof. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | All day long |
| **Please describe the other trouble you experienced:** | Headlights come on too easily causing display to dim. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Seat adjustment and comfort** | 3. |
| **Climate control operation (function and ease of use)** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Integration with phones** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of using system displays while driving** | 1. |
| **Vehicle storage and space usage** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Rear view styling (rear fascia, bumper)** | 3. |
| **Safety and visibility while driving** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Engine exhaust sound** | 4. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Interior noise level while driving** | 2. |
| **Fuel economy and driving range** | 2. |
| **Clarity of sound** | 3. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Steering wheel adjustment** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Location and usefulness of interior lighting** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Engine sound** | 3. |
| **Appearance of exterior paint** | 4. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |

| Other | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe the other trouble you experienced:** | Could really use better gas mileage. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Additional Comments:** | Fixed once by dealer. Falling off again. |
| **Approximate mileage when trouble was first noticed was:** | 20,000-29,999. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Fuel filler door |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is loose. |

| Other component(s) replaced (not listed previously) | |
|---|---|
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Which other component(s) did you replace?** | Anything covered on a recall notice. There have been 3-6 of these per year. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working.<br>Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Water leaks into vehicle | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Rain |
| **Please indicate the location of the water leak (check all that apply):** | When raining, water puddles on retractable cover in storage area. |
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Water leaks into vehicle** | Water leaks into vehicle. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 30,000-39,999. |

| Voice Recognition feature does not have enough functions available | |
|---|---|
| **Please describe additional functions you would like to have:** | working voice commands for all functions on touch screen (heat/ac/radio/etc) |

| Displays and Instruments |
|---|
| **Displays and Instruments** |

| Displays and Instruments | |
|---|---|
| | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |
| | Instrument panel illumination/warning/indicator lights broken/not working. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Voice Activiation System. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Recognition feature does not have enough functions available. |
| | Voice Activation / Recognition doesn't recognize command. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | The look (especially exterior) is different from all of the other SUVs in its class. Although the Grand Cherokee has evolved, it still looks like a jeep. Tow package is set up very well. I regularly tow close to its capacity and never have any problems. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | One |
| **Please choose your cell phone carrier** | Sprint Nextel. |
| **Entertainment/Navigation System/Connectivity** | None |
| **Please choose your cell phone brand** | HTC. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **What button did you use?** | steering wheel |
| **Please describe when this trouble occurs:** | doesn't understand most commands |
| | doesn't understand most commands |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

| Hand Brake/Parking Brake | |
|---|---|
| **Hand Brake/Parking Brake** | Hand brake/parking brake does not adequately hold vehicle. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Needs MUCH better tuning. It regularly slams on the breaks for no reason. |

| Abnormal Noises | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from headliner. |

| Voice Activation System | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

| Detail on Low Rated Items | |
|---|---|
| **You rated ease of using system displays while driving Low. Use this space to provide any specific comments you would like to share.** | Driver lockout makes sense but the passenger should not be locked out too. Should be a way for the screen to tilt toward the passenger to type data. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Fuel economy. Interior noise (road noise) while driving at highway speeds. Seat belts do not lock under hard stopping conditions. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECG2FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | |
| ***Built Date*** | 10/07/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6270421695 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K277463306 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 5149330 | ***System Key*** | 288414667 | ***Report Version*** | 1 | ***Open Date*** | 03/07/2015 |
| ***Close Date*** | 03/07/2015 | ***Narrative Date*** | 03/09/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Integration with phones** | 4. |
| **Vehicle storage and space usage** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Integration with media players** | 4. |
| **Fuel economy and driving range** | 4. |
| **Clarity of sound** | 5. |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Engine sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |

### Appearance

| | |
|---|---|
| **Appearance** | Center console has gaps/poor fit. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Other.<br>Interior Trim/Storage/Windows. |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |

| Other | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | see comments above |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe the other trouble you experienced:** | Forward Collision Warning (FCW). Even when set to the "Far" configuration, it only warns about a collision when too close to another vehicle which might not give the driver enough time to react. There should be a "very far" configuration so the system could warn the driver way in advance of potential collision. |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | I thought the FCW feature was not working |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Did you review the Owner's Information DVD?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Was the trouble resolved to your satisfaction?** | No. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | The Smart Phone application should be available for Windows Phones as well. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Center console has gaps/poor fit | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe in the box below where on the center console the trouble with excessive gaps/poor fit of materials is located:** | Golden Color of the Center Console is ugly. There could be other options for this console like silver. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG0EC[redacted]1 | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/18/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6098310644 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K107361420 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 288444138 | ***Report Version*** | 1 | ***Open Date*** | 03/09/2015 |
| ***Close Date*** | 03/09/2015 | ***Narrative Date*** | 03/10/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Hesitation or delay when shifting between gears

| | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 2nd Gear.<br>5th Gear.<br>4th Gear.<br>1st Gear.<br>3rd Gear. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Normal acceleration.<br>Hard acceleration. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Ease of using system displays while driving** | 4. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Engine sound** | 1. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Interior noise level while driving** | 4. |
| **Fuel economy and driving range** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Clarity of sound** | 5. |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **What are your favorite parts of your new vehicle?** | Design, features, functionality, performance, ride |
| **Is there anything about your new vehicle you would like to see changed?** | Engine sounds like it labors, transmission performance, overall tightness of interior, stabily of entertainment system (freezes often), brake warning system sporadic |
| **Transmission gear change performance (smoothness)** | 2. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Integration with phones** | 3. |
| **Integration with media players** | 4. |
| **Engine performance during acceleration** | 3. |
| **Engine exhaust sound** | 4. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| About You | |
|---|---|
| **Please indicate your highest education level** | 4 year college degree. |
| **Secondary vehicle in your household:** | A4. |
| | Secondary Household Vehicle: Purchased Used. |
| | Audi. |
| | 2013. |
| **What is your primary language?** | English. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New. |
| | 2014. |
| | Grand Cherokee. |
| | Jeep. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What year were you born?** | [redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **Please indicate your occupation status.** | Employed. |
| **What is your current marital status?** | [redacted]d. |
| **Please indicate your gender** | [redacted] |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation.** | [redacted]. |

| Squeak/rattle/abnormal noises from center console | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe conditions when this trouble occurs:** | Usually when cold |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe in the box below where from the center console the trouble with abnormal noises is located:** | around the cup holders and near the sunroof controls |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Brake System. |
| | Seats. |
| | Transmission and Drivetrain. |
| | Entertainment/Navigation System/Connectivity. |
| | Interior Trim/Storage/Windows. |

| Seat Squeak/Rattle | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Seat Squeak/Rattle** | Seat Squeak/Rattle. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble occurs under these surface conditions (check all that apply):** | Uphill. |
| **Please indicate which seat has a squeak/rattle (check all that apply):** | Driver's seat. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Squeak/rattle/abnormal noises from cup holders | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Please explain further about your choice to recommend your vehicle:** | Answered yes, but, really a maybe, might recommend a German engineering. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone only. |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **Is there more than one phone paired to the vehicle?** | Yes. |
| **Connection problem happens on:** | Cell phone network. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Meant to mention earlier in the survey the brake warning feature is sporadic. |
| **What has Chrysler done right?** | Awesome features and design concept. Really smooth ride and great functionality offroad! |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe the other trouble you experienced:** | Display screen freezes quite often, need to restart my phone to get blue tooth to work |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Nokia. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Hesitation or delay when shifting between gears. |

| Abnormal Noises | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from center console.<br>Squeak/rattle/abnormal noises from cup holders. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | entertainment system (software) freezes often. |
| **You rated engine sound Low. Use this space to provide any specific comments you would like to share.** | engine really labors, sounds like it working really hard. jerky shifting. |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 775-772-5778 |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Hands-Free Phone / Bluetooth |
|---|

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system loses connection. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECT1EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | |
| ***Built Date*** | 02/28/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6043310541 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M010302534 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 288413724 | ***Report Version*** | 2 | ***Open Date*** | 03/08/2015 |
| ***Close Date*** | 03/08/2015 | ***Narrative Date*** | 03/10/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Other component(s) replaced (not listed previously)

| | |
|---|---|
| **Which other component(s) did you replace?** | Anything covered on a recall notice. There have been 3-6 of these per year. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |

### Squeak/rattle/abnormal noises from headliner

| | |
|---|---|
| **Please describe in the box below where from the headliner the trouble with abnormal noises is located:** | Squeak/rattle from area around the sun roof. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

### Voice Activation / Recognition doesnt recognize command

| | |
|---|---|
| **What button did you use?** | steering wheel |
| **Please describe when this trouble occurs:** | doesn't understand most commands |
| | doesn't understand most commands |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Interior noise level while driving** | 2. |
| **Fuel economy and driving range** | 2. |
| **Clarity of sound** | 3. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Steering wheel adjustment** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Location and usefulness of interior lighting** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Engine sound** | 3. |
| **Appearance of exterior paint** | 4. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Head/leg/foot room** | 5. |
| **Ease of using system displays while driving** | 1. |
| **Vehicle storage and space usage** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Seat adjustment and comfort** | 3. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Climate control operation (function and ease of use)** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Integration with phones** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Rear view styling (rear fascia, bumper)** | 3. |
| **Safety and visibility while driving** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Engine exhaust sound** | 4. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| About You | |
|---|---|
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your primary language?** | English. |
| **What year were you born?** | [redacted] |
| **Primary vehicle in your household:** | 2013.<br>Primary Household Vehicle: Purchased New.<br>Volkswagen.<br>Jetta Sedan. |
| **Please indicate your occupation.** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Please indicate your ethnicity** | [redacted] |
| **How may children 17 or under live in your household?** | 1-2. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Please indicate the primary driver's age.** | [redacted]. |
| **Please indicate your occupation status.** | [redacted] |
| **Please indicate your gender** | [redacted] |

| Hand brake/parking brake does not adequately hold vehicle | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Where does the hand brake/parking brake problem occur?** | Will not hold vehicle on a slight incline. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Entertainment/Navigation System/Connectivity.<br>Vehicle Exterior.<br>Features/Controls/Displays.<br>Interior Trim/Storage/Windows.<br>Other. |

| Hand Brake/Parking Brake | |
|---|---|
| **Hand Brake/Parking Brake** | Hand brake/parking brake does not adequately hold vehicle. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Instrument panel illumination/warning/indicator lights broken/not working.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Other | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe the other trouble you experienced:** | Could really use better gas mileage. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

## Other

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Needs MUCH better tuning. It regularly slams on the breaks for no reason. |

### Exterior moldings/trim pieces loose/misaligned/falling off

| | |
|---|---|
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Fuel filler door |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is loose. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Additional Comments:** | Fixed once by dealer. Falling off again. |
| **Approximate mileage when trouble was first noticed was:** | 20,000-29,999. |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **Please choose your cell phone carrier** | Sprint Nextel. |
| **Entertainment/Navigation System/Connectivity** | None |
| **Please choose your cell phone brand** | HTC. |
| **Please tell us your cell phone model** | One |

### Abnormal Noises

| | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from headliner. |

### Overview

| | |
|---|---|
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Simi Valley |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |

### Touchscreen Controls

| | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns.<br>Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working. |

### Water leaks into vehicle

| | |
|---|---|
| **Water leaks into vehicle** | Water leaks into vehicle. |
| **Approximate mileage when trouble was first noticed was:** | 30,000-39,999. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Rain |
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Please indicate the location of the water leak (check all that apply):** | When raining, water puddles on retractable cover in storage area. |

### Touchscreen Controls/Menu: Front Screen Display: Other Concerns

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | All day long |
| **Please describe the other trouble you experienced:** | Headlights come on too easily causing display to dim. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Detail on Low Rated Items

| | |
|---|---|
| **You rated ease of using system displays while driving Low. Use this space to provide any specific comments you would like to share.** | Driver lockout makes sense but the passenger should not be locked out too. Should be a way for the screen to tilt toward the passenger to type data. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Fuel economy. Interior noise (road noise) while driving at highway speeds. Seat belts do not lock under hard stopping conditions. |

### Instrument panel illumination/warning/indicator lights broken/not working

| Instrument panel illumination/warning/indicator lights broken/not working | |
|---|---|
| **Please describe in the box below where on the instrument panel/dashboard the trouble with broken/damaged materials is located:** | Headlights on during the day cause panel to dim and hard to see. Need better tuning on headlights. Dealer has looked at and claims it is working properly. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Instrument panel illumination broken/not working. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Voice Activation System works properly, but difficult to understand/use; controls in a poor location | |
|---|---|
| **Please indicate why the Voice Actication System controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much attention (must take eyes off the road) to operate.<br>Ideal would be to have display pivot to passenger so that the passenger could enter nav location. When screen is pivoted back to driver, the data entry lockout would be re-engaged. Having to stop to enter this data is a hassle. |
| **Please indicate which of the following best describes your concern (check all that apply):** | doesn't understand most commands |
| **Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):** | Navigation.<br>Phone. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | System regularly deletes radio presets. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command.<br>Voice Recognition feature does not have enough functions available. |

| Voice Activation System | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

| Other Components | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

| Voice Recognition feature does not have enough functions available | |
|---|---|
| **Please describe additional functions you would like to have:** | working voice commands for all functions on touch screen (heat/ac/radio/etc) |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | The look (especially exterior) is different from all of the other SUVs in its class. Although the Grand Cherokee has evolved, it still looks like a jeep. Tow package is set up very well. I regularly tow close to its capacity and never have any problems. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Voice Activiation System. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECG2F[redacted] | ***Model Year*** | 2015 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | |
| ***Built Date*** | 10/07/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6270421695 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K277463306 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 288414667 | ***Report Version*** | 2 | ***Open Date*** | 03/07/2015 |
| ***Close Date*** | 03/07/2015 | ***Narrative Date*** | 03/10/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Integration with media players** | 4. |
| **Fuel economy and driving range** | 4. |
| **Clarity of sound** | 5. |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Engine sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Integration with phones** | 4. |
| **Vehicle storage and space usage** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

### Appearance

| | |
|---|---|
| **Appearance** | Center console has gaps/poor fit. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Other.<br>Interior Trim/Storage/Windows. |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |

| Other | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe the other trouble you experienced:** | Forward Collision Warning (FCW). Even when set to the "Far" configuration, it only warns about a collision when too close to another vehicle which might not give the driver enough time to react. There should be a "very far" configuration so the system could warn the driver way in advance of potential collision. |
| **Please describe conditions when this trouble occurs:** | see comments above |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | I thought the FCW feature was not working |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Center console has gaps/poor fit | |
|---|---|
| **Please describe in the box below where on the center console the trouble with excessive gaps/poor fit of materials is located:** | Golden Color of the Center Console is ugly. There could be other options for this console like silver. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | The Smart Phone application should be available for Windows Phones as well. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/18/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6098310644 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K107361420 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 288444138 | ***Report Version*** | 2 | ***Open Date*** | 03/09/2015 |
| ***Close Date*** | 03/09/2015 | ***Narrative Date*** | 03/11/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **What are your favorite parts of your new vehicle?** | Design, features, functionality, performance, ride |
| **Is there anything about your new vehicle you would like to see changed?** | Engine sounds like it labors, transmission performance, overall tightness of interior, stabily of entertainment system (freezes often), brake warning system sporadic |
| **Transmission gear change performance (smoothness)** | 2. |
| **Integration with phones** | 3. |
| **Integration with media players** | 4. |
| **Interior noise level while driving** | 4. |
| **Fuel economy and driving range** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Clarity of sound** | 5. |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Engine performance during acceleration** | 3. |
| **Engine exhaust sound** | 4. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Engine sound** | 1. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |

### Touchscreen Controls/Menu: Front Screen Display: Other Concerns

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe the other trouble you experienced:** | Display screen freezes quite often, need to restart my phone to get blue tooth to work |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | entertainment system (software) freezes often. |
| **You rated engine sound Low. Use this space to provide any specific comments you would like to share.** | engine really labors, sounds like it working really hard. jerky shifting. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| About You | |
|---|---|
| **Secondary vehicle in your household:** | Audi.<br>A4.<br>2013.<br>Secondary Household Vehicle: Purchased Used. |
| **Please indicate your gender** | [redacted] |
| **What year were you born?** | [redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your primary language?** | English. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>2014.<br>Grand Cherokee.<br>Jeep. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your ethnicity** | [redacted]. |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **What is your current marital status?** | [redacted] |

| Hesitation or delay when shifting between gears | |
|---|---|
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Hard acceleration.<br>Normal acceleration. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 2nd Gear.<br>5th Gear.<br>1st Gear.<br>3rd Gear.<br>4th Gear. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |

| Overview | |
|---|---|
| **Was the trouble resolved to your satisfaction?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | Answered yes, but, really a maybe, might recommend a German engineering. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe).<br>Took to the dealer I purchased my vehicle from. |

| Overview | |
|---|---|
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone only. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone brand** | Nokia. |
| **Please choose your cell phone carrier** | AT&T Mobile. |

| Abnormal Noises | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from center console.<br>Squeak/rattle/abnormal noises from cup holders. |

| Squeak/rattle/abnormal noises from center console | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | Usually when cold |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe in the box below where from the center console the trouble with abnormal noises is located:** | around the cup holders and near the sunroof controls |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Is there more than one phone paired to the vehicle?** | Yes. |
| **Connection problem happens on:** | Cell phone network. |

| Seat Squeak/Rattle | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble occurs under these surface conditions (check all that apply):** | Uphill. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate which seat has a squeak/rattle (check all that apply):** | Driver's seat. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Seat Squeak/Rattle** | Seat Squeak/Rattle. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Meant to mention earlier in the survey the brake warning feature is sporadic. |
| **What has Chrysler done right?** | Awesome features and design concept. Really smooth ride and great functionality offroad! |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Seats.<br>Entertainment/Navigation System/Connectivity.<br>Interior Trim/Storage/Windows.<br>Transmission and Drivetrain. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Squeak/rattle/abnormal noises from cup holders | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system loses connection. |

| Hands-Free Phone / Bluetooth |
|---|

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Hesitation or delay when shifting between gears. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4RJECT1EC[redacted] | **Model Year** | 2014 | **Body** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | |
| **Built Date** | 02/28/2013 | **Market** | U | US | **Plant** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| **Engine** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | **Serial#** | 6043310541 | |
| **Transmission** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | **Serial#** | M010302534 | |
| **Color** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 288413724 | **Report Version** | 3 | **Open Date** | 03/08/2015 |
| **Close Date** | 03/08/2015 | **Narrative Date** | 03/11/2015 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **Please tell us your cell phone model** | One |
| **Entertainment/Navigation System/Connectivity** | None |
| **Please choose your cell phone brand** | HTC. |
| **Please choose your cell phone carrier** | Sprint Nextel. |

### What Can We Do Better?

| | |
|---|---|
| **What has Chrysler done right?** | The look (especially exterior) is different from all of the other SUVs in its class. Although the Grand Cherokee has evolved, it still looks like a jeep. Tow package is set up very well. I regularly tow close to its capacity and never have any problems. |

### Water leaks into vehicle

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Please indicate the location of the water leak (check all that apply):** | When raining, water puddles on retractable cover in storage area. |
| **Water leaks into vehicle** | Water leaks into vehicle. |
| **Approximate mileage when trouble was first noticed was:** | 30,000-39,999. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Rain |

### About You

| | |
|---|---|
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Primary vehicle in your household:** | Jetta Sedan.<br>2013.<br>Primary Household Vehicle: Purchased New.<br>Volkswagen. |
| **Please indicate your gender** | [redacted] |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your occupation status.** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate your occupation.** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your primary language?** | English. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your ethnicity** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |

### Exterior moldings/trim pieces loose/misaligned/falling off

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 20,000-29,999. |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is loose. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Fuel filler door |
| **Additional Comments:** | Fixed once by dealer. Falling off again. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Squeak/rattle/abnormal noises from headliner | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please describe in the box below where from the headliner the trouble with abnormal noises is located:** | Squeak/rattle from area around the sun roof. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Overview | |
|---|---|
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Simi Valley |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

| Other | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please describe the other trouble you experienced:** | Could really use better gas mileage. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Voice Activiation System. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Recognition feature does not have enough functions available.<br>Voice Activation / Recognition doesn't recognize command. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Rear view styling (rear fascia, bumper)** | 3. |
| **Safety and visibility while driving** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Engine exhaust sound** | 4. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Engine sound** | 3. |
| **Appearance of exterior paint** | 4. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Interior noise level while driving** | 2. |
| **Fuel economy and driving range** | 2. |
| **Clarity of sound** | 3. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Steering wheel adjustment** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **How do you feel about the durability of your new vehicle?** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Location and usefulness of interior lighting** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Ease of using system displays while driving** | 1. |
| **Vehicle storage and space usage** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Seat adjustment and comfort** | 3. |
| **Climate control operation (function and ease of use)** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Integration with phones** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Head/leg/foot room** | 5. |

| Instrument panel illumination/warning/indicator lights broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe in the box below where on the instrument panel/dashboard the trouble with broken/damaged materials is located:** | Headlights on during the day cause panel to dim and hard to see. Need better tuning on headlights. Dealer has looked at and claims it is working properly. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Instrument panel illumination broken/not working. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location.<br>Instrument panel illumination/warning/indicator lights broken/not working. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| Abnormal Noises | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from headliner. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns.<br>Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Vehicle Exterior.<br>Brake System.<br>Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays.<br>Interior Trim/Storage/Windows.<br>Other. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | doesn't understand most commands |
| | doesn't understand most commands |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What button did you use?** | steering wheel |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe conditions when this trouble occurs:** | All day long |
| **Please describe the other trouble you experienced:** | Headlights come on too easily causing display to dim. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Detail on Low Rated Items | |
|---|---|
| **You rated ease of using system displays while driving Low. Use this space to provide any specific comments you would like to share.** | Driver lockout makes sense but the passenger should not be locked out too. Should be a way for the screen to tilt toward the passenger to type data. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Fuel economy. Interior noise (road noise) while driving at highway speeds. Seat belts do not lock under hard stopping conditions. |

## Detail on Low Rated Items

### Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Voice Activation System works properly, but difficult to understand/use; controls in a poor location

| | |
|---|---|
| **Please indicate why the Voice Actication System controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much attention (must take eyes off the road) to operate.<br>Ideal would be to have display pivot to passenger so that the passenger could enter nav location. When screen is pivoted back to driver, the data entry lockout would be re-engaged. Having to stop to enter this data is a hassle. |
| **Please indicate which of the following best describes your concern (check all that apply):** | doesn't understand most commands |
| **Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):** | Navigation.<br>Phone. |

### Contact Me

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

### Other component(s) replaced (not listed previously)

| | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Which other component(s) did you replace?** | Anything covered on a recall notice. There have been 3-6 of these per year. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |

### Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | System regularly deletes radio presets. |

### Voice Activation System

| | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

### Hand brake/parking brake does not adequately hold vehicle

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Where does the hand brake/parking brake problem occur?** | Will not hold vehicle on a slight incline. |

### Hand Brake/Parking Brake

| | |
|---|---|
| **Hand Brake/Parking Brake** | Hand brake/parking brake does not adequately hold vehicle. |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Needs MUCH better tuning. It regularly slams on the breaks for no reason. |

### Voice Recognition feature does not have enough functions available

| | |
|---|---|
| **Please describe additional functions you would like to have:** | working voice commands for all functions on touch screen (heat/ac/radio/etc) |

### Other Components

| | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/18/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6098310644 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K107361420 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 288444138 | ***Report Version*** | 3 | ***Open Date*** | 03/09/2015 |
| ***Close Date*** | 03/09/2015 | ***Narrative Date*** | 03/12/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Contact Me

| | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

### Overview

| | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | Answered yes, but, really a maybe, might recommend a German engineering. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone only. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | No. |

### Squeak/rattle/abnormal noises from center console

| | |
|---|---|
| **Please describe in the box below where from the center console the trouble with abnormal noises is located:** | around the cup holders and near the sunroof controls |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please describe conditions when this trouble occurs:** | Usually when cold |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### Detail on Low Rated Items

| | |
|---|---|
| **You rated engine sound Low. Use this space to provide any specific comments you would like to share.** | engine really labors, sounds like it working really hard. jerky shifting. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | entertainment system (software) freezes often. |

### Squeak/rattle/abnormal noises from cup holders

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### About You

| | |
|---|---|
| **Please indicate your ethnicity** | [redacted] |
| **Primary vehicle in your household:** | Grand Cherokee.<br>Jeep.<br>2014.<br>Primary Household Vehicle: Purchased New. |
| **Please indicate your occupation.** | [redacted] |
| **How may children 17 or under live in your household?** | 1-2. |

## About You

| | |
|---|---|
| **Secondary vehicle in your household:** | 2013.<br>Secondary Household Vehicle: Purchased Used.<br>A4.<br>Audi. |
| **Please indicate your occupation status.** | Employed. |
| **What is your current marital status?** | [redacted] |
| **What year were you born?** | [redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your primary language?** | English. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your gender** | [redacted] |

## Seat Squeak/Rattle

| | |
|---|---|
| **Please indicate which seat has a squeak/rattle (check all that apply):** | Driver's seat. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Seat Squeak/Rattle** | Seat Squeak/Rattle. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble occurs under these surface conditions (check all that apply):** | Uphill. |

## Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Interior Trim/Storage/Windows.<br>Transmission and Drivetrain.<br>Brake System.<br>Seats. |

## Hands-Free Phone / Bluetooth

| | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system loses connection. |

## Abnormal Noises

| | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from cup holders.<br>Squeak/rattle/abnormal noises from center console. |

## Hesitation or delay when shifting between gears

| | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 1st Gear.<br>3rd Gear.<br>4th Gear.<br>2nd Gear.<br>5th Gear. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Normal acceleration.<br>Hard acceleration. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **Engine performance during acceleration** | 3. |
| **Engine exhaust sound** | 4. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Engine sound** | 1. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What are your favorite parts of your new vehicle?** | Design, features, functionality, performance, ride |
| **Is there anything about your new vehicle you would like to see changed?** | Engine sounds like it labors, transmission performance, overall tightness of interior, stabily of entertainment system (freezes often), brake warning system sporadic |
| **Transmission gear change performance (smoothness)** | 2. |
| **Integration with phones** | 3. |
| **Integration with media players** | 4. |
| **Interior noise level while driving** | 4. |
| **Fuel economy and driving range** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Clarity of sound** | 5. |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Awesome features and design concept. Really smooth ride and great functionality offroad! |
| **Feedback/Concerns:** | Meant to mention earlier in the survey the brake warning feature is sporadic. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Nokia. |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **Connection problem happens on:** | Cell phone network. |
| **Is there more than one phone paired to the vehicle?** | Yes. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Hesitation or delay when shifting between gears. |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe the other trouble you experienced:** | Display screen freezes quite often, need to restart my phone to get blue tooth to work |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/09/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6091310137 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M086378695 | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 288217688 | ***Report Version*** | 5 | ***Open Date*** | 03/04/2015 |
| ***Close Date*** | 03/04/2015 | ***Narrative Date*** | 03/09/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Gear selector is difficult to operate (auto. trans.)

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Going into R or N is difficult from P or D/S. When I want R, sometimes goes into N and vice versa. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Why is the gear selector difficult to operate?** | Other (please describe). |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | Going into R or N is difficult from P or D/S. When I want R, sometimes goes into N and vice versa. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Overview

| | |
|---|---|
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | No. |

### Brake pads - rear

| | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **How much did the replacement cost?** | Under $100. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain.<br>Interior Trim/Storage/Windows.<br>Seats.<br>Brake System.<br>Vehicle Exterior. |

### Brake pads - front

| | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

### About You

| | |
|---|---|
| **Secondary vehicle in your household:** | 2009.<br>Saturn.<br>Secondary Household Vehicle: Purchased New.<br>Sky. |
| **Primary vehicle in your household:** | 2014. |

| About You | |
|---|---|
| | Primary Household Vehicle: Purchased New. |
| | Jeep. |
| | Grand Cherokee. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Please indicate your highest education level** | [redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **What are your favorite parts of your new vehicle?** | Great performance when needed and yet discreet when not |
| **Interior noise level while driving** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Navigation system route accuracy** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Clarity of sound** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Engine exhaust sound** | 2. |
| **Integration with media players** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | I want the Hellcat engine put into the GC. |
| **Ease of using system displays while driving** | 4. |
| **Support for popular music/video formats** | 4. |
| **Engine sound** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Ride quality** | 4. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |

| Cargo cover (interior) |
|---|
| |

| Cargo cover (interior) | |
|---|---|
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **How much did the replacement cost?** | $100-$499. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Other component(s) replaced (not listed previously) | |
|---|---|
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **Which other component(s) did you replace?** | Oil pressure sensor, adaptive cruise control module |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |

| Rear Side Doors | |
|---|---|
| **Rear Side Doors** | Abnormal squeaks/rattles/noises coming from rear side doors. |

| Engine Components | |
|---|---|
| **Engine Components** | Air filter. |

| Brake System Components | |
|---|---|
| **Brake System Components** | Brake booster.<br>Brake rotors - front.<br>Brake pads - rear.<br>Brake rotors/drums - rear.<br>Brake pads - front. |

| Seat Squeak/Rattle | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Bumpy or uneven surface.<br>Downhill.<br>Sideslope.<br>Uphill.<br>Level Ground. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Seat Squeak/Rattle** | Seat Squeak/Rattle. |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Please indicate which seat has a squeak/rattle (check all that apply):** | around lumbar area it makes squeaking noises. Taken it in before but nothing was done. |

| Features/Controls/Displays Components | |
|---|---|
| **Features/Controls/Displays Components** | Cruise control. |

| Brakes generate excessive brake dust | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Where does the excessive brake dust build-up appear?** | Front wheels. |
| **Please describe conditions when this trouble occurs:** | I have black chrome wheels. 3-4 days of normal driving and the wheels have a matte look due to dust |

| Brakes are excessively noisy | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Hear squealing hen lightly pressing brakes when going a few mph. |
| **Please describe conditions when this trouble occurs:** | Hear squealing hen lightly pressing brakes when going a few mph. |
| **Additional Comments:** | This happened several months after ownership. Had pads and rotors replaced 5k-6k miles ago and now squealing again. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What area of the vehicle is the brake noise coming from?** | Front Brakes. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | Clear/dry road conditions. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Low speeds (1-25 MPH). |

| Brakes are excessively noisy | |
|---|---|
| **What does the noise sound like?** | Squeak/squeal. |

| Abnormal squeaks/rattles/noises coming from rear side doors | |
|---|---|
| **Please indicate which rear door has abnormal noises (check all that apply):** | Passenger's side rear door. |
| **Please describe conditions when this trouble occurs:** | Going over speed bumps, the body twists a little and hear squeaking coming from around the pillar area |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **To the best of your recollection, the trouble was first noticed:** | 18-24 months into ownership. |

| Cruise control | |
|---|---|
| **How much did the replacement cost?** | $1,000-$2,000. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |

| Brake rotors - front | |
|---|---|
| **How much did the replacement cost?** | $100-$499. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Brake rotors/drums - rear | |
|---|---|
| **How much did the replacement cost?** | $100-$499. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Brake booster | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 20,000-29,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Body panels/doors misaligned/excessive gaps/poor fit. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Interior Trim/Storage/Window Components | |
|---|---|
| **Interior Trim/Storage/Window Components** | Sun visor.<br>Cargo cover (interior). |

| Sun visor | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **How much did the replacement cost?** | Under $100. |

| Body panels/doors misaligned/excessive gaps/poor fit | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate the location of the trouble (check all that apply):** | Front bumper always been slightly misaligned as compared to other side. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Air filter | |
|---|---|
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |

| Air filter | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | I want the Hellcat engine in a GC. |
| **What has Chrysler done right?** | Putting the SRT-type engines in the GC. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Not having finer adjustments to ride comfort or engine performance. |

| Brake Noise | |
|---|---|
| **Brake Noise** | Brakes are excessively noisy. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes generate excessive brake dust. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Gear selector is difficult to operate (auto. trans.). |

| Other Components | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT4FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 10/14/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6266411219 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M239446954 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 289724910 | ***Report Version*** | 1 | ***Open Date*** | 03/25/2015 |
| ***Close Date*** | 03/25/2015 | ***Narrative Date*** | 03/26/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Hands-Free Phone / Bluetooth system voice activation doesnt recognize command

| | |
|---|---|
| **Please indicate which words, if any, are constantly misrecognized:** | Doc, dad |
| **What button did you use?** | The green call button |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Please describe when this trouble occurs:** | Certain names like doc or dad it has no idea and brings up random names to fill in |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **What are your favorite parts of your new vehicle?** | The ride, styling, power |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | I would like a throatier exhaust system, better voice recognition, better braking, remove or improve the adaptive cruise control and the emergency braking system. |
| **Head/leg/foot room** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Fuel economy and driving range** | 4. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Seat adjustment and comfort** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |

| About You | |
|---|---|
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Primary vehicle you were considering:** | 2014.<br>Primary Considered Vehicle: New.<br>Explorer Sport.<br>Ford. |
| **Vehicle fuel economy** | 4. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation status.** | E[redacted] |
| **When considering this vehicle** | Interact with dealership by phone.<br>Research online.<br>Test drive the vehicle.<br>Visit the dealership.<br>Interact with dealership by email. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Kelley Blue Book.<br>Dealer/Salesperson interaction.<br>Dealership information.<br>Vehicle test drive.<br>Automotive magazines.<br>Price/Purchase Terms/Financing.<br>Features/Capabilities.<br>Internet research.<br>Lifestyle.<br>Value for the money. |
| **Secondary vehicle you were considering:** | Land Rover.<br>Secondary Considered Vehicle: New.<br>2014.<br>Range Rover Evoque. |
| **Please indicate your gender** | Male. |
| **Secondary vehicle in your household:** | Scion.<br>2014.<br>Secondary Household Vehicle: Purchased New.<br>TC. |
| **Please indicate your highest education level** | Trade / technical school. |
| **What price did you pay for your vehicle?** | 50k |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **Convenience of dealership location** | 3. |
| **Financing options** | 3. |
| **Dealership treatment** | 4. |
| **Vehicle availability** | 5. |
| **Trade-in allowance** | 5. |
| **Vehicle styling** | 5. |
| **What is your current marital status?** | Divorced. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased New.<br>Explorer Sport.<br>Ford. |
| **Primary vehicle in your household:** | 2008.<br>Buick. |

| About You | |
|---|---|
| | Enclave. |
| | Primary Household Vehicle: Purchased New. |
| **Please indicate your occupation.** | Executive / Managerial. |
| **What year were you born?** | [redacted] |
| **Price** | 5. |
| **Ability to test drive** | 5. |
| **Vehicle quality** | 5. |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Which of the following best describes the area you live in?** | Suburban. |

| Overview | |
|---|---|
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | I will look for articles online prior to purchasing a new vehicle |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Did you review the Owner's Information DVD?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |

| Voice Activation / Recognition finishes before completing a command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **What button did you use?** | Green call button |
| **Please describe when this trouble occurs:** | When entering information. |
| | When stating a name. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Voice Activiation System. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | When stating a name. |
| **What button did you use?** | Green call button |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | I hate the auto braking feature, so much I've turned it off. Also not a big fan of the adaptive cruise control,especially in heavy traffic. The front seats are comfortable yet a little firm, I would like to see them to be more like the back seats. The Uconnect voice activation need some work, it does net understand all names and suggests names that aren't close. Frustrating! I would like to see better fuel economy with similar horsepower. Maybe get away from normally aspirated engines and go to turbo or supercharged engines to gain fuel economy. I would have liked to see somewhere dedicated to store change in or near the center console. The fake wood |

| What Can We Do Better? | |
|---|---|
| | grain could be made to look better or a more carbon fiber look. I wish there was a 3rd row option. I wish there where more wheel selections for the summit. |
| **What has Chrysler done right?** | I love the styling and ride of the new jeep. From past Chrysler products I see better fuel economy, I like the true 4wd drive in the new jeep. I like the screen and speed of the Uconnect system. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | Iphone6 |
| **Please choose your cell phone brand** | Apple. |
| **If known, please tell us your software version** | Ios8.3 |
| **Please choose your cell phone carrier** | Verizon Wireless. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity. |
| | Seats. |
| | Features/Controls/Displays. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |
| | Voice Activation / Recognition finishes before completing a command. |
| | Voice Recognition Quick Tips Booklet does not list enough detailed commands. |

| Voice Recognition Quick Tips Booklet does not list enough detailed commands | |
|---|---|
| **Please list additional useful commands:** | I had a ford product which the recognition system was better. To many to list. Your system however is faster and I feel the display is better |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT4FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 10/14/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6266411219 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M239446954 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted]0 | ***System Key*** | 289724910 | ***Report Version*** | 2 | ***Open Date*** | 03/25/2015 |
| ***Close Date*** | 03/25/2015 | ***Narrative Date*** | 03/27/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What price did you pay for your vehicle?** | 50k |
| **What year were you born?** | [redacted] |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Dealer/Salesperson interaction.<br>Dealership information.<br>Vehicle test drive.<br>Value for the money.<br>Features/Capabilities.<br>Internet research.<br>Lifestyle.<br>Automotive magazines.<br>Price/Purchase Terms/Financing.<br>Kelley Blue Book. |
| **What is your current marital status?** | Divorced. |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **Secondary vehicle in your household:** | 2014.<br>Secondary Household Vehicle: Purchased New.<br>TC.<br>Scion. |
| **Convenience of dealership location** | 3. |
| **Financing options** | 3. |
| **Dealership treatment** | 4. |
| **Vehicle availability** | 5. |
| **Trade-in allowance** | 5. |
| **Vehicle styling** | 5. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased New.<br>Ford.<br>Explorer Sport. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>2008.<br>Buick.<br>Enclave. |
| **Secondary vehicle you were considering:** | Range Rover Evoque.<br>2014.<br>Land Rover.<br>Secondary Considered Vehicle: New. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Price** | 5. |
| **Ability to test drive** | 5. |
| **Vehicle quality** | 5. |
| **What is your primary language?** | English. |
| **Primary vehicle you were considering:** | Ford.<br>Explorer Sport.<br>Primary Considered Vehicle: New.<br>2014. |

## About You

| | |
|---|---|
| **When considering this vehicle** | Interact with dealership by email.<br>Test drive the vehicle.<br>Visit the dealership.<br>Research online.<br>Interact with dealership by phone. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate your gender** | Male. |
| **Please indicate your highest education level** | [redacted] |
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Vehicle fuel economy** | 4. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation status.** | Employed. |

## Voice Activation / Recognition finishes before completing a command

| | |
|---|---|
| **What button did you use?** | Green call button |
| **Please describe when this trouble occurs:** | When entering information.<br>When stating a name. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

## Voice Activation / Recognition

| | |
|---|---|
| **Voice Activation / Recognition** | Voice Recognition Quick Tips Booklet does not list enough detailed commands.<br>Voice Activation / Recognition doesn't recognize command.<br>Voice Activation / Recognition finishes before completing a command. |

## Welcome

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |

## Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **If known, please tell us your software version** | Ios8.3 |
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | Iphone6 |
| **Please choose your cell phone carrier** | Verizon Wireless. |

## What Can We Do Better?

| | |
|---|---|
| **Feedback/Concerns:** | I hate the auto braking feature, so much I've turned it off. Also not a big fan of the adaptive cruise control,especially in heavy traffic. The front seats are comfortable yet a little firm, I would like to see them to be more like the back seats. The Uconnect voice activation need some work, it does net understand all names and suggests names that aren't close. Frustrating! I would like to see better fuel economy with similar horsepower. Maybe get away from normally aspirated engines and go to turbo or supercharged engines to gain fuel economy. I would have liked to see somewhere dedicated to store change in or near the center console. The fake wood grain could be made to look better or a more carbon fiber look. I wish there was a 3rd row option. I wish there where more wheel selections for the summit. |
| **What has Chrysler done right?** | I love the styling and ride of the new jeep. From past Chrysler products I see better fuel economy, I like the true 4wd drive in the new jeep. I like the screen and speed of the Uconnect system. |

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | I would like a throatier exhaust system, better voice recognition, better braking, remove or improve the adaptive cruise control and the emergency braking system. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Head/leg/foot room** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Fuel economy and driving range** | 4. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **What are your favorite parts of your new vehicle?** | The ride, styling, power |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| Overview | |
|---|---|
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | I will look for articles online prior to purchasing a new vehicle |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |

| Overview | |
|---|---|
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Seats.<br>Features/Controls/Displays. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **What button did you use?** | Green call button |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | When stating a name. |

| Voice Recognition Quick Tips Booklet does not list enough detailed commands | |
|---|---|
| **Please list additional useful commands:** | I had a ford product which the recognition system was better. To many to list. Your system however is faster and I feel the display is better |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Please describe when this trouble occurs:** | Certain names like doc or dad it has no idea and brings up random names to fill in |
| **Please indicate which words, if any, are constantly misrecognized:** | Doc, dad |
| **What button did you use?** | The green call button |

| Features and Controls | |
|---|---|
| **Features and Controls** | Voice Activiation System. |

# Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG5EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/14/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6127310829 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K131361552 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 290012405 | ***Report Version*** | 1 | ***Open Date*** | 03/30/2015 |
| ***Close Date*** | 03/30/2015 | ***Narrative Date*** | 03/31/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

## Overview

| | |
|---|---|
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Please explain further about your choice to recommend your vehicle:** | Would not recommend a new model year vehicle from Jeep. To many recalls, dealer not able to resolve problems |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Would you recommend this vehicle to family or friends?** | No. |

## Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | sometimes will activate when no vehicles or objects are present. |

## Air conditioner takes too long to get cold

| | |
|---|---|
| **Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):** | Outside temperature over 80? F.<br>Bright sun.<br>Outside temperature over 100? F.<br>Outside temperature over 90? F. |
| **Please describe conditions when this trouble occurs:** | mid day and evening the cabin temp must constantly be adjusted |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

## About You

| | |
|---|---|
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Did you purchase or lease your vehicle?** | Purchase. |

## Engine Components

| | |
|---|---|
| **Engine Components** | Throttle body components.<br>Air filter.<br>Battery.<br>Air cleaner. |

## Battery

| | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **How much did the replacement cost?** | $100-$499. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |

## Refrigerant

| | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |

| Refrigerant | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |

| Hand brake/parking brake requires too much effort to apply/release | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe what requires too much effort (check all that apply):** | sometimes requires several attempts to get it to engage |

| Active suspension system is broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Additional Comments:** | Dealer unable to correct problem |
| **Please describe conditions when this trouble occurs:** | when parked and not running |
| **Please describe the trouble experienced with the active suspension system:** | it will engage the pump after the car is parked and has sat for a while |

| Air cleaner | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | When stating a name. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Hand brake/parking brake does not adequately hold vehicle | |
|---|---|
| **Where does the hand brake/parking brake problem occur?** | Will not hold vehicle on a slight incline. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Adjustable Height Control.<br>Door locks/key fob entry system.<br>Active Suspension System. |

| Heating, ventilation and air conditioning doesnt maintain desired temperature | |
|---|---|
| **Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):** | Bright sun.<br>Outside temperature between 90 and 100 degrees. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **At what internal temperature does the setting no longer maintain desired temperature (check all that apply):** | 70-75 degrees. |
| **Additional Comments:** | Dealer has charged the AC unit. Summer time requires MAX Air to be used constantly |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which HVAC zone does not maintain desired temperature (check all that apply):** | requires the cabin temp to be set at low temp 65 night time to a higher temp |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Key fob entry system works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please indicate why the key fob entry system controls are difficult to understand/use; layout is poor (check all that apply):** | buttons sometimes require several depresses to activate.<br>to large |
| **Additional Comments:** | need slide switch to disable buttons when in pants pocket. buttons are activated inside the pants pocket |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Interior Climate Control.<br>Vehicle Exterior.<br>Brake System.<br>Entertainment/Navigation System/Connectivity. |

| Brake pedal feels mushy/soft | |
|---|---|
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Low speeds (1-25 MPH). |
| **Additional Comments:** | Dealer unable to correct |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | sensitive at soft depress. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | All road conditions. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone brand** | Motorola. |
| **Please tell us your cell phone model** | Razor |
| **Please choose your cell phone carrier** | Verizon Wireless. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Points of Interest not well defined. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Please indicate which words, if any, are constantly misrecognized:** | Pronouncing names was working before last update. Can not find names that once did. double entries for some contacts requiring selecting from touch screen |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | When stating a name. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | blind spots |
| **Integration with phones** | 2. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Fuel economy and driving range** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Ride quality** | 3. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Engine performance during acceleration** | 2. |
| **Support for popular music/video formats** | 3. |
| **Ease of getting into and out of vehicle** | 3. |
| **Interior noise level while driving** | 3. |
| **Engine sound** | 3. |
| **Steering and handling (responsiveness, stability)** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Steering wheel adjustment** | 4. |
| **What are your favorite parts of your new vehicle?** | fun to drive |
| **Navigation system route accuracy** | 2. |
| **Safety and visibility while driving** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Location and usefulness of interior lighting** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **Clarity of sound** | 4. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Climate control operation (function and ease of use)** | 1. |
| **Brake responsiveness/effort** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Integration with media players** | 3. |
| **Engine exhaust sound** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Rear view styling (rear fascia, bumper)** | 4. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Nice looking vehicle |
| **Feedback/Concerns:** | Resolve the outstanding problems, when recalling vehicle have the parts to the dealers so repairs can be made. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Overall a nice design. Number of Recall has me concerned also several legal solicitations to join a class action lawsuit. Please make sure our vehicle is safe. Stand behind your product. |
| **You rated climate control operation (function and ease of use) Low. Use this space to provide any specific comments you would like to share.** | Collision avoidance system has me wondering if it will work when needed. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **Additional Comments:** | Weather seal has been replaced once and is getting ready to be replaced again |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Weather seal trim continues to have excessive wear. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is poorly aligned or fitted. |

| Back-up camera | |
|---|---|
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |

| Door handle/latch works, but is difficult to operate | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate which door has a handle/latch that is difficult to operate (check all that apply):** | Delay in locking and unlocking, sometimes unlocks after locked. |
| **Why is the door handle/latch difficult to operate? (check all that apply):** | Button does not always engage the lock |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |

| Liftgate latch works, but is difficult to operate | |
|---|---|
| **Additional Comments:** | Also the remote will often engage when in pants pocket. Panic button, remote start and unlock have all activated within the pocket. Need a slide off/on to deactivate the buttons. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Why is the door handle/latch difficult to operate? (check all that apply):** | Remote control sometimes will not work unless within 1-2 feet of vehicle<br>button to open requires excessive pressure, |

| Liftgate latch works, but is difficult to operate | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Points of Interest not well defined | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | missing major PoI |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Air conditioner takes too long to get cold.<br>Heating, ventilation and air conditioning doesn't maintain desired temperature. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location.<br>Outside temperature gauge broken/not working. |

| Adjustable height control works, but is difficult to understand/use | |
|---|---|
| **Please describe the trouble experienced with the adjustable height controls:** | Controls are hard to see. |
| **Which height setting were you in, or trying to get into, when you experienced the trouble (check all that apply):** | park mode will sometimes not function when car is in park and engine is still running. last firmware upgrade improved this but is still a problem |

| Front Doors | |
|---|---|
| **Front Doors** | Door handle/latch works, but is difficult to operate. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working.<br>Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Hand Brake/Parking Brake | |
|---|---|
| **Hand Brake/Parking Brake** | Hand brake/parking brake requires too much effort to apply/release.<br>Hand brake/parking brake does not adequately hold vehicle. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Door locks/key fob entry system | |
|---|---|
| **Door locks/key fob entry system** | Key fob entry system works properly, but is difficult to understand/use. |

| Liftgate | |
|---|---|
| **Liftgate** | Liftgate latch works, but is difficult to operate. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | Navigation system provides wrong directions. |
| **Please indicate which of the following best describes your concern (check all that apply):** | routing sometimes gives directions that are not direct. |

| Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | controls on left hand for phone and commands depressed to easly |
| **Please indicate which of the following best describes your concern (check all that apply):** | buttons on steering wheel for voice command and phone are depressed to easly |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Navigation system controls. |

| Interior Climate Control Components | |
|---|---|
| **Interior Climate Control Components** | Refrigerant. |

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | Buttons are constantly being activated when turning the wheel. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |

| Outside temperature gauge broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | takes a long time to register temp. changes. seldom accurate. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brake pedal feels mushy/soft. |

| Throttle body components | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Active Suspension System | |
|---|---|
| **Active Suspension System** | Active suspension system is broken/not working. |

| Adjustable Height Control | |
|---|---|
| **Adjustable Height Control** | Adjustable height control works, but is difficult to understand/use. |

| Features/Controls/Displays Components | |
|---|---|
| **Features/Controls/Displays Components** | Back-up camera. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG5EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/14/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6127310829 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K131361552 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 290012405 | ***Report Version*** | 2 | ***Open Date*** | 03/30/2015 |
| ***Close Date*** | 03/30/2015 | ***Narrative Date*** | 04/01/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Brake System.<br>Entertainment/Navigation System/Connectivity.<br>Vehicle Exterior.<br>Features/Controls/Displays. |

### Door locks/key fob entry system

| | |
|---|---|
| **Door locks/key fob entry system** | Key fob entry system works properly, but is difficult to understand/use. |

### Exterior moldings/trim pieces loose/misaligned/falling off

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Weather seal trim continues to have excessive wear. |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is poorly aligned or fitted. |
| **Additional Comments:** | Weather seal has been replaced once and is getting ready to be replaced again |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

### Brake pedal feels mushy/soft

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | sensitive at soft depress. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Additional Comments:** | Dealer unable to correct |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | Low speeds (1-25 MPH). |

### Hand brake/parking brake does not adequately hold vehicle

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Where does the hand brake/parking brake problem occur?** | Will not hold vehicle on a slight incline. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

### Air conditioner takes too long to get cold

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):** | Bright sun.<br>Outside temperature over 100? F.<br>Outside temperature over 90? F.<br>Outside temperature over 80? F. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe conditions when this trouble occurs:** | mid day and evening the cabin temp must constantly be adjusted |

| Liftgate latch works, but is difficult to operate | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Why is the door handle/latch difficult to operate? (check all that apply):** | Remote control sometimes will not work unless within 1-2 feet of vehicle<br>button to open requires excessive pressure, |
| **Additional Comments:** | Also the remote will often engage when in pants pocket. Panic button, remote start and unlock have all activated within the pocket. Need a slide off/on to deactivate the buttons. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Active suspension system is broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please describe the trouble experienced with the active suspension system:** | it will engage the pump after the car is parked and has sat for a while |
| **Additional Comments:** | Dealer unable to correct problem |
| **Please describe conditions when this trouble occurs:** | when parked and not running |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Liftgate | |
|---|---|
| **Liftgate** | Liftgate latch works, but is difficult to operate. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | Navigation system provides wrong directions. |
| **Please indicate which of the following best describes your concern (check all that apply):** | routing sometimes gives directions that are not direct. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe when this trouble occurs:** | When stating a name. |

| Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | controls on left hand for phone and commands depressed to easly |
| **Please indicate which of the following best describes your concern (check all that apply):** | buttons on steering wheel for voice command and phone are depressed to easly |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Navigation system controls. |

| Heating, ventilation and air conditioning doesnt maintain desired temperature | |
|---|---|
| **Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):** | Outside temperature between 90 and 100 degrees.<br>Bright sun. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which HVAC zone does not maintain desired temperature (check all that apply):** | requires the cabin temp to be set at low temp 65 night time to a higher temp |
| **Additional Comments:** | Dealer has charged the AC unit. Summer time requires MAX Air to be used constantly |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **At what internal temperature does the setting no longer maintain desired temperature (check all that apply):** | 70-75 degrees. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Outside temperature gauge broken/not working.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Interior Climate Control Components | |
|---|---|
| **Interior Climate Control Components** | Refrigerant. |

| Front seat audio/entertainment/navigation controls/menus broken/not working |
|---|

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | Buttons are constantly being activated when turning the wheel. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Air conditioner takes too long to get cold.<br>Heating, ventilation and air conditioning doesn't maintain desired temperature. |

| Adjustable height control works, but is difficult to understand/use | |
|---|---|
| **Please describe the trouble experienced with the adjustable height controls:** | Controls are hard to see. |
| **Which height setting were you in, or trying to get into, when you experienced the trouble (check all that apply):** | park mode will sometimes not function when car is in park and engine is still running. last firmware upgrade improved this but is still a problem |

| Front Doors | |
|---|---|
| **Front Doors** | Door handle/latch works, but is difficult to operate. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working.<br>Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Hand Brake/Parking Brake | |
|---|---|
| **Hand Brake/Parking Brake** | Hand brake/parking brake requires too much effort to apply/release.<br>Hand brake/parking brake does not adequately hold vehicle. |

| About You | |
|---|---|
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Support for popular music/video formats** | 3. |
| **Ease of getting into and out of vehicle** | 3. |
| **Interior noise level while driving** | 3. |
| **Engine sound** | 3. |
| **Steering and handling (responsiveness, stability)** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Engine performance during acceleration** | 2. |
| **Climate control operation (function and ease of use)** | 1. |
| **Brake responsiveness/effort** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Integration with media players** | 3. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Engine exhaust sound** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **What are your favorite parts of your new vehicle?** | fun to drive |
| **Navigation system route accuracy** | 2. |
| **Safety and visibility while driving** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Location and usefulness of interior lighting** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **Clarity of sound** | 4. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | blind spots |
| **Integration with phones** | 2. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Fuel economy and driving range** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Ride quality** | 3. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |

| Detail on Low Rated Items | |
|---|---|
| **You rated climate control operation (function and ease of use) Low. Use this space to provide any specific comments you would like to share.** | Collision avoidance system has me wondering if it will work when needed. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Overall a nice design. Number of Recall has me concerned also several legal solicitations to join a class action lawsuit. Please make sure our vehicle is safe. Stand behind your product. |

| Points of Interest not well defined | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | missing major PoI |

| Overview | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | Would not recommend a new model year vehicle from Jeep. To many recalls, dealer not able to resolve problems |
| **Would you recommend this vehicle to family or friends?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |

| Air cleaner | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Resolve the outstanding problems, when recalling vehicle have the parts to the dealers so repairs can be made. |
| **What has Chrysler done right?** | Nice looking vehicle |

| Door handle/latch works, but is difficult to operate | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **Why is the door handle/latch difficult to operate? (check all that apply):** | Button does not always engage the lock |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please indicate which door has a handle/latch that is difficult to operate (check all that apply):** | Delay in locking and unlocking, sometimes unlocks after locked. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Battery | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |
| **How much did the replacement cost?** | $100-$499. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |

| Back-up camera | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |
| **How much did the replacement cost?** | Under $100. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |

| Throttle body components | |
|---|---|
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Active Suspension System | |
|---|---|
| **Active Suspension System** | Active suspension system is broken/not working. |

| Adjustable Height Control | |
|---|---|
| **Adjustable Height Control** | Adjustable height control works, but is difficult to understand/use. |

| Engine Components | |
|---|---|
| **Engine Components** | Air cleaner.<br>Battery.<br>Throttle body components.<br>Air filter. |

| Features/Controls/Displays Components | |
|---|---|
| **Features/Controls/Displays Components** | Back-up camera. |

| Hand brake/parking brake requires too much effort to apply/release | |
|---|---|
| **Please describe what requires too much effort (check all that apply):** | sometimes requires several attempts to get it to engage |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | When stating a name. |
| **Please indicate which words, if any, are constantly misrecognized:** | Pronouncing names was working before last update. Can not find names that once did. double entries for some contacts requiring selecting from touch screen |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Motorola. |
| **Please tell us your cell phone model** | Razor |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Key fob entry system works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate why the key fob entry system controls are difficult to understand/use; layout is poor (check all that apply):** | to large<br>buttons sometimes require several depresses to activate. |
| **Additional Comments:** | need slide switch to disable buttons when in pants pocket. buttons are activated inside the pants pocket |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Points of Interest not well defined.<br>Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Outside temperature gauge broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | takes a long time to register temp. changes. seldom accurate. |

| Refrigerant | |
|---|---|
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Active Suspension System.<br>Adjustable Height Control.<br>Door locks/key fob entry system. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brake pedal feels mushy/soft. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | sometimes will activate when no vehicles or objects are present. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECG0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | |
| ***Built Date*** | 05/07/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6115311203 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K123363104 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 290189743 | ***Report Version*** | 1 | ***Open Date*** | 04/01/2015 |
| ***Close Date*** | 04/01/2015 | ***Narrative Date*** | 04/02/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **What are your favorite parts of your new vehicle?** | Capability, Smooth ride, Exterior appearance, Interior comfort. |
| **Integration with phones** | 1. |
| **Integration with media players** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 2. |
| **Climate control operation (function and ease of use)** | 2. |
| **Navigation system route accuracy** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Support for popular music/video formats** | 1. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Engine sound** | 5. |
| **Fuel economy and driving range** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Better integration of blu tooth and use of services like Pandora. When changing gears from R to D, or D to R, it's easy to inadvertently stop at N. |
| **Clarity of sound** | 3. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Interior noise level while driving** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

### Front seat audio/entertainment/navigation controls/menus broken/not working

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **Additional Comments:** | Our entertainment system has stopped playing sound through the speakers, no volume with any system (FM/AM/XM, Blu Tooth, Phone Calls, SD, CD, etc). Dealer is replacing the unit tomorrow. |
| **Please describe conditions when this trouble occurs:** | Random |
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | System will randomly reset itself, multiple times and is unusable during this time. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Navigation system freezes-up/will not work | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Radom. System will freeze and reset. A series of auto restarts will occur up to 4 times in sequence before the system is usable again. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working | |
|---|---|
| **Additional Comments:** | See hard control comments... |
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | See hard controls... |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | The auto braking feature of the forward collision avoidance system can be too sensitive at times. When another vehicle is turning, in a turn lane it sometimes senses that vehicle, sets off the warning and applies the brakes unnecessarily. This happens when the other vehicle is close to the lane dividing line, but with plenty of room to pass. However, id rather have it err on the side of just a little sensitive than not sensitive enough. |

| Detail on Low Rated Items | |
|---|---|
| **You rated integration with phones Low. Use this space to provide any specific comments you would like to share.** | The UCONNECT system is very cumbersome. Why not just direct blu tooth integration. Services like Pandora shouldn't need to be directed through UCONNECT to play via the Entertainment System. Also, See comments from survey regarding phone call volume. |
| **You rated support for popular music/video formats Low. Use this space to provide any specific comments you would like to share.** | See above. Pandora should be easier to use. |

| Navigation system | |
|---|---|
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |

| Sun visor | |
|---|---|
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |

| About You | |
|---|---|
| **Secondary vehicle in your household:** | 1998.<br>Wrangler.<br>Secondary Household Vehicle: Purchased Used.<br>Jeep. |
| **Please indicate your occupation status.** | [redacted]. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your highest education level** | Graduate degree. |
| **Please indicate your occupation.** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Primary vehicle in your household:** | Tahoe.<br>2007.<br>Chevrolet.<br>Primary Household Vehicle: Purchased New. |
| **What year were you born?** | [redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **What is your primary language?** | English. |

| Air filter | |
|---|---|
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working. |

| Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call | |
|---|---|
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **At other times during use does your phone have poor call quality?** | No. |
| **Does the issue occur when speaking at regular volume?** | Yes. |
| **Sound quality is poor: (check one)** | In car. |
| **Please describe when this trouble occurs:** | All of the time. |
| **Additional Comments:** | The volume of the call coming trough the speakers is very low, even with the cell phones volume turned to maximum level. We need to turn the audio in the vehicle very high to hear the conversation. When the call ends, the radio reverts to its previous volume. However, when the next incoming call rings through the vehicles speakers, the volume reverts to the last calls setting and the ring tone is extremely loud. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.<br>Hands-Free Phone / Bluetooth system has poor sound quality at far end. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Transmission and Drivetrain.<br>Features/Controls/Displays.<br>Brake System.<br>Entertainment/Navigation System/Connectivity.<br>Vehicle Exterior. |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | See above. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | All. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | It takes a while to get used to the 8-spd transmission and the very low 1st gear. At times when attempting to accelerate smoothing the shifting can be quite rough. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | Same |
| **Additional Comments:** | The data is out of date and there is no way to up date it. Why is this not update-able by the customer, via thumb drive? |
| **Please indicate which of the following best describes your concern (check all that apply):** | Not up to date. Old data. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Points of Interest incorrect.<br>Navigation system freezes-up/will not work.<br>Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Navigation system works, but traffic information doesn?t work / or is difficult to understand.<br>Points of Interest not well defined. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions. |

| Overview | |
|---|---|
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | My sister purchased one from our recommendation. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

| Touchscreen | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |

| Other component(s) replaced (not listed previously) | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Which other component(s) did you replace?** | Multiple software updates. |

| Entertainment/Navigation System/Connectivity Components | |
|---|---|
| **Entertainment/Navigation System/Connectivity Components** | Touchscreen.<br>Navigation System.<br>Radio/CD player/CD changer. |

| Heating, ventilation and air conditioning doesnt maintain desired temperature | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which HVAC zone does not maintain desired temperature (check all that apply):** | Front HVAC. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Additional Comments:** | The auto temperature control feature is poorly implemented. It switches regularly between applying hot and cold climate in an attempt to maintain the set temperature. It does not do well at limiting the fan speed prior to the system reaching the set temperature. While in the manual mode, a one degree temperature change will switch the system from applying too much cold air to immediately too much warm air. Our 2007 Chevy Tahoe does a much better job reaching and maintaining the auto set temperature. |
| **Please describe conditions when this trouble occurs:** | Use of the Auto Temperature feature. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 20,000-29,999. |

| Radio/CD player/CD changer | |
|---|---|
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Engine Components | |
|---|---|
| **Engine Components** | Air filter. |

| Other Components | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Additional Comments:** | Ignore. incorrect selection. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Side-view mirror auto-dim feature: Why is there a gap around the edge of the dimmed mirror? This is very annoying as it lets un-dimmed light into my view, defeating the purpose of the dimming feature. |
| **What has Chrysler done right?** | Overall yes. We are very happy and feel very safe while driving. The capability, of even our 2WD, is exceptional. Just need to work out a few bugs (Entertainment, Climate, Dimmable Mirrors, Shifting points) |

| Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Too many button presses to reach menu and change climate controls. |
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |

| Controls and Switches | |
|---|---|
| **Controls and Switches** | Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Heating, ventilation and air conditioning doesn't maintain desired temperature. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone brand** | Nokia. |
| **Please choose your cell phone carrier** | Verizon Wireless. |

| Navigation system works, but traffic information doesn.t work / or is difficult to understand | |
|---|---|
| **Additional Comments:** | See previous. |

| Points of Interest not well defined | |
|---|---|
| **Additional Comments:** | See previous. |

| Points of Interest incorrect | |
|---|---|
| **Additional Comments:** | See previous. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Interior Trim/Storage/Window Components | |
|---|---|
| **Interior Trim/Storage/Window Components** | Sun visor. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG4FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 09/19/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6251421485 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K259463053 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 290189734 | ***Report Version*** | 1 | ***Open Date*** | 04/01/2015 |
| ***Close Date*** | 04/01/2015 | ***Narrative Date*** | 04/02/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Shape of headlights |
| **Support for popular music/video formats** | 4. |
| **Fuel economy and driving range** | 4. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

### About You

## About You

| | |
|---|---|
| **Please tell us about the vehicle you replaced (if applicable)** | Grand Cherokee.<br>Replaced Vehicle: Purchased New.<br>2012.<br>Jeep. |
| **Primary vehicle you were considering:** | Grand Cherokee.<br>Jeep.<br>Primary Considered Vehicle: New. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>2014.<br>Silverado 1500.<br>Chevrolet. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership.<br>Research online. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive.<br>Features/Capabilities.<br>Previous experience with the vehicle/brand.<br>Price/Purchase Terms/Financing. |
| **Financing options** | 3. |
| **Dealership treatment** | 4. |
| **Trade-in allowance** | 5. |
| **Vehicle styling** | 5. |
| **Vehicle availability** | 4. |
| **Vehicle quality** | 5. |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | 49,125 |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Convenience of dealership location** | 5. |
| **Please indicate your gender** | [redacted]. |
| **Please indicate your occupation.** | [redacted], [redacted] |
| **What year were you born?** | [redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Price** | 4. |
| **Ability to test drive** | 4. |
| **Vehicle fuel economy** | 4. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **Please indicate your occupation status.** | [redacted]. |
| **What is your current marital status?** | [redacted] |
| **Which of the following best describes the area you live in?** | Rural. |
| **Please indicate your highest education level** | [redacted]. |

## Overview

| | |
|---|---|
| **Was the trouble resolved to your satisfaction?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Please let us know why you have not referred to the Owner's Manual? (check all that apply)** | The warning said service required so I took it to the dealership. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | No. |
| **Have you requested a paper version of the owner manual?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Seats.<br>Features/Controls/Displays. |

| Lumbar support adjustment is broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which seat has trouble (check all that apply):** | Driver's seat. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | When you put pressure on the back of the seat. |
| **Seat with trouble has:** | Power adjustment controls. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | I have had it in several times for this and they haven't been able to figure out why it is doing it. |
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | a warning comes up that FCW/ACC is unavailable. Service required. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Lumbar support adjustment is broken/not working. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG5EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/14/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6127310829 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K131361552 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 290012405 | ***Report Version*** | 3 | ***Open Date*** | 03/30/2015 |
| ***Close Date*** | 03/30/2015 | ***Narrative Date*** | 04/02/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | blind spots |
| **Integration with phones** | 2. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Fuel economy and driving range** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Ride quality** | 3. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Climate control operation (function and ease of use)** | 1. |
| **Brake responsiveness/effort** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Integration with media players** | 3. |
| **Engine exhaust sound** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Engine performance during acceleration** | 2. |
| **Support for popular music/video formats** | 3. |
| **Ease of getting into and out of vehicle** | 3. |
| **Interior noise level while driving** | 3. |
| **Engine sound** | 3. |
| **Steering and handling (responsiveness, stability)** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **What are your favorite parts of your new vehicle?** | fun to drive |
| **Navigation system route accuracy** | 2. |
| **Safety and visibility while driving** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Location and usefulness of interior lighting** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **Clarity of sound** | 4. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |

### Air conditioner takes too long to get cold

| Air conditioner takes too long to get cold | |
|---|---|
| **Please describe conditions when this trouble occurs:** | mid day and evening the cabin temp must constantly be adjusted |
| **Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):** | Outside temperature over 100? F.<br>Outside temperature over 90? F.<br>Outside temperature over 80? F.<br>Bright sun. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Key fob entry system works properly, but is difficult to understand/use | |
|---|---|
| **Additional Comments:** | need slide switch to disable buttons when in pants pocket. buttons are activated inside the pants pocket |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please indicate why the key fob entry system controls are difficult to understand/use; layout is poor (check all that apply):** | buttons sometimes require several depresses to activate.<br>to large |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Nice looking vehicle |
| **Feedback/Concerns:** | Resolve the outstanding problems, when recalling vehicle have the parts to the dealers so repairs can be made. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Overall a nice design. Number of Recall has me concerned also several legal solicitations to join a class action lawsuit. Please make sure our vehicle is safe. Stand behind your product. |
| **You rated climate control operation (function and ease of use) Low. Use this space to provide any specific comments you would like to share.** | Collision avoidance system has me wondering if it will work when needed. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | Razor |
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Motorola. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **Additional Comments:** | Weather seal has been replaced once and is getting ready to be replaced again |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Weather seal trim continues to have excessive wear. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is poorly aligned or fitted. |

| Refrigerant | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |

| Battery | |
|---|---|
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **How much did the replacement cost?** | $100-$499. |

| Back-up camera | |
|---|---|
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |
| **How much did the replacement cost?** | Under $100. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Heating, ventilation and air conditioning doesnt maintain desired temperature |
|---|

| Heating, ventilation and air conditioning doesnt maintain desired temperature | |
|---|---|
| **At what internal temperature does the setting no longer maintain desired temperature (check all that apply):** | 70-75 degrees. |
| **Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):** | Bright sun.<br>Outside temperature between 90 and 100 degrees. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Additional Comments:** | Dealer has charged the AC unit. Summer time requires MAX Air to be used constantly |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which HVAC zone does not maintain desired temperature (check all that apply):** | requires the cabin temp to be set at low temp 65 night time to a higher temp |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Door handle/latch works, but is difficult to operate | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **Please indicate which door has a handle/latch that is difficult to operate (check all that apply):** | Delay in locking and unlocking, sometimes unlocks after locked. |
| **Why is the door handle/latch difficult to operate? (check all that apply):** | Button does not always engage the lock |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Active suspension system is broken/not working | |
|---|---|
| **Please describe the trouble experienced with the active suspension system:** | it will engage the pump after the car is parked and has sat for a while |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Additional Comments:** | Dealer unable to correct problem |
| **Please describe conditions when this trouble occurs:** | when parked and not running |

| Liftgate latch works, but is difficult to operate | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Why is the door handle/latch difficult to operate? (check all that apply):** | Remote control sometimes will not work unless within 1-2 feet of vehicle<br>button to open requires excessive pressure, |
| **Additional Comments:** | Also the remote will often engage when in pants pocket. Panic button, remote start and unlock have all activated within the pocket. Need a slide off/on to deactivate the buttons. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Throttle body components | |
|---|---|
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Active Suspension System | |
|---|---|
| **Active Suspension System** | Active suspension system is broken/not working. |

| Adjustable Height Control | |
|---|---|
| **Adjustable Height Control** | Adjustable height control works, but is difficult to understand/use. |

| Engine Components | |
|---|---|
| **Engine Components** | Air cleaner.<br>Air filter.<br>Throttle body components.<br>Battery. |

| Brake pedal feels mushy/soft | |
|---|---|
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | All road conditions.<br>Low speeds (1-25 MPH). |

| Brake pedal feels mushy/soft | |
|---|---|
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | |
| **Additional Comments:** | Dealer unable to correct |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | sensitive at soft depress. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Features/Controls/Displays Components | |
|---|---|
| **Features/Controls/Displays Components** | Back-up camera. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays.<br>Interior Climate Control.<br>Vehicle Exterior. |

| Hand Brake/Parking Brake | |
|---|---|
| **Hand Brake/Parking Brake** | Hand brake/parking brake does not adequately hold vehicle.<br>Hand brake/parking brake requires too much effort to apply/release. |

| Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Navigation system controls. |
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | controls on left hand for phone and commands depressed to easly |
| **Please indicate which of the following best describes your concern (check all that apply):** | buttons on steering wheel for voice command and phone are depressed to easly |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Please explain further about your choice to recommend your vehicle:** | Would not recommend a new model year vehicle from Jeep. To many recalls, dealer not able to resolve problems |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |

| Hand brake/parking brake requires too much effort to apply/release | |
|---|---|
| **Please describe what requires too much effort (check all that apply):** | sometimes requires several attempts to get it to engage |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Adjustable height control works, but is difficult to understand/use | |
|---|---|
| **Which height setting were you in, or trying to get into, when you experienced the trouble (check all that apply):** | park mode will sometimes not function when car is in park and engine is still running. last firmware upgrade improved this but is still a problem |
| **Please describe the trouble experienced with the adjustable height controls:** | Controls are hard to see. |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |

| Air cleaner |
|---|

| Air cleaner | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | When stating a name. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Please indicate which words, if any, are constantly misrecognized:** | Pronouncing names was working before last update. Can not find names that once did. double entries for some contacts requiring selecting from touch screen |

| Hand brake/parking brake does not adequately hold vehicle | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Where does the hand brake/parking brake problem occur?** | Will not hold vehicle on a slight incline. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Adjustable Height Control.<br>Door locks/key fob entry system.<br>Active Suspension System. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Points of Interest not well defined. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | sometimes will activate when no vehicles or objects are present. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Please describe when this trouble occurs:** | When stating a name. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Points of Interest not well defined | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | missing major PoI |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Air conditioner takes too long to get cold.<br>Heating, ventilation and air conditioning doesn't maintain desired temperature. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location.<br>Outside temperature gauge broken/not working. |

| Front Doors | |
|---|---|
| **Front Doors** | Door handle/latch works, but is difficult to operate. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working.<br>Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Door locks/key fob entry system | |
|---|---|
| **Door locks/key fob entry system** | Key fob entry system works properly, but is difficult to understand/use. |

| Liftgate | |
|---|---|
| **Liftgate** | Liftgate latch works, but is difficult to operate. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | Navigation system provides wrong directions. |
| **Please indicate which of the following best describes your concern (check all that apply):** | routing sometimes gives directions that are not direct. |

| Interior Climate Control Components | |
|---|---|
| **Interior Climate Control Components** | Refrigerant. |

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | Buttons are constantly being activated when turning the wheel. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |

| Outside temperature gauge broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | takes a long time to register temp. changes. seldom accurate. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brake pedal feels mushy/soft. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJECG0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTS74 | JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY | |
| ***Built Date*** | 05/07/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6115311203 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K123363104 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 290189743 | ***Report Version*** | 2 | ***Open Date*** | 04/01/2015 |
| ***Close Date*** | 04/01/2015 | ***Narrative Date*** | 04/03/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | Better integration of blu tooth and use of services like Pandora. When changing gears from R to D, or D to R, it's easy to inadvertently stop at N. |
| **Clarity of sound** | 3. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Interior noise level while driving** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **What are your favorite parts of your new vehicle?** | Capability, Smooth ride, Exterior appearance, Interior comfort. |
| **Integration with phones** | 1. |
| **Integration with media players** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 2. |
| **Climate control operation (function and ease of use)** | 2. |
| **Navigation system route accuracy** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

### What Can We Do Better?

| | |
|---|---|
| **What has Chrysler done right?** | Overall yes. We are very happy and feel very safe while driving. The capability, of even our 2WD, is exceptional. Just need to work out a few bugs (Entertainment, Climate, Dimmable Mirrors, Shifting points) |

### Detail on Low Rated Items

| | |
|---|---|
| **You rated support for popular music/video formats Low. Use this space to provide any specific comments you would like to share.** | See above. Pandora should be easier to use. |
| **You rated integration with phones Low. Use this space to provide any specific comments you would like to share.** | The UCONNECT system is very cumbersome. Why not just direct blu tooth integration. Services like Pandora shouldn't need to be directed through UCONNECT to play via the Entertainment System. Also, See comments from survey regarding phone call volume. |

| Navigation system works, but traffic information doesn.t work / or is difficult to understand | |
|---|---|
| **Additional Comments:** | See previous. |

| Points of Interest not well defined | |
|---|---|
| **Additional Comments:** | See previous. |

| Points of Interest incorrect | |
|---|---|
| **Additional Comments:** | See previous. |

| Heating, ventilation and air conditioning doesnt maintain desired temperature | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Use of the Auto Temperature feature. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which HVAC zone does not maintain desired temperature (check all that apply):** | Front HVAC. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| About You | |
|---|---|
| **What is your primary language?** | English. |
| **Secondary vehicle in your household:** | Jeep. |
| | 1998. |
| | Wrangler. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New. |
| | Tahoe. |
| **Please indicate your occupation status.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your highest education level** | Graduate degree. |
| **Please indicate your occupation.** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What year were you born?** | [redacted] |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system has poor sound quality at far end. |
| | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Not up to date. Old data. |
| **Please indicate which navigation system item has trouble (check all that apply):** | Same |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working | |
|---|---|
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | See hard controls... |
| **Additional Comments:** | See hard control comments... |

| Entertainment/Navigation System/Connectivity Components | |
|---|---|
| **Entertainment/Navigation System/Connectivity Components** | Radio/CD player/CD changer. |
| | Touchscreen. |
| | Navigation System. |

| Interior Trim/Storage/Window Components | |
|---|---|
| **Interior Trim/Storage/Window Components** | Sun visor. |

| Radio/CD player/CD changer | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |

| Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **At other times during use does your phone have poor call quality?** | No. |
| **Does the issue occur when speaking at regular volume?** | Yes. |
| **Sound quality is poor: (check one)** | In car. |
| **Please describe when this trouble occurs:** | All of the time. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | My sister purchased one from our recommendation. |

| Front seat audio/entertainment/navigation controls/menus broken/not working | |
|---|---|
| **Additional Comments:** | Our entertainment system has stopped playing sound through the speakers, no volume with any system (FM/AM/XM, Blu Tooth, Phone Calls, SD, CD, etc). Dealer is replacing the unit tomorrow. |
| **Please describe conditions when this trouble occurs:** | Random |

| Navigation system freezes-up/will not work | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Radom. System will freeze and reset. A series of auto restarts will occur up to 4 times in sequence before the system is usable again. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | The auto braking feature of the forward collision avoidance system can be too sensitive at times. When another vehicle is turning, in a turn lane it sometimes senses that vehicle, sets off the warning and applies the brakes unnecessarily. This happens when the other vehicle is close to the lane dividing line, but with plenty of room to pass. However, id rather have it err on the side of just a little sensitive than not sensitive enough. |

| Navigation system | |
|---|---|
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Sun visor | |
|---|---|
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Air filter | |
|---|---|
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **How much did the replacement cost?** | Under $100. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Front seat audio/entertainment/navigation controls/menus broken/not working. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Transmission and Drivetrain.<br>Features/Controls/Displays. |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | See above. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | All. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Points of Interest incorrect.<br>Navigation system freezes-up/will not work.<br>Navigation system works, but missing information; has incorrect information; gives wrong directions.<br>Navigation system works, but traffic information doesn?t work / or is difficult to understand. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions. |

| Touchscreen | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |

| Other component(s) replaced (not listed previously) | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Which other component(s) did you replace?** | Multiple software updates. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |

| Engine Components | |
|---|---|
| **Engine Components** | Air filter. |

| Other Components | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Additional Comments:** | Ignore. incorrect selection. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG4FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 09/19/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6251421485 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K259463053 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 290189734 | ***Report Version*** | 2 | ***Open Date*** | 04/01/2015 |
| ***Close Date*** | 04/01/2015 | ***Narrative Date*** | 04/03/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Additional Comments:** | I have had it in several times for this and they haven't been able to figure out why it is doing it. |
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | a warning comes up that FCW/ACC is unavailable. Service required. |

### About You

| | |
|---|---|
| **Primary vehicle in your household:** | 2014.<br>Silverado 1500.<br>Primary Household Vehicle: Purchased New.<br>Chevrolet. |
| **Vehicle availability** | 4. |
| **Vehicle quality** | 5. |
| **What is your primary language?** | English. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Features/Capabilities.<br>Previous experience with the vehicle/brand.<br>Vehicle test drive.<br>Price/Purchase Terms/Financing. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What year were you born?** | [redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Price** | 4. |
| **Ability to test drive** | 4. |
| **Vehicle fuel economy** | 4. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation status.** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: New.<br>Grand Cherokee.<br>Jeep. |
| **When considering this vehicle** | Research online.<br>Test drive the vehicle.<br>Visit the dealership. |
| **Which of the following best describes the area you live in?** | Rural. |
| **Please indicate your highest education level** | Trade / technical school. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2012.<br>Grand Cherokee.<br>Replaced Vehicle: Purchased New.<br>Jeep. |
| **Financing options** | 3. |
| **Dealership treatment** | 4. |
| **Trade-in allowance** | 5. |
| **Vehicle styling** | 5. |
| **What price did you pay for your vehicle?** | 49,125 |
| **How may children 17 or under live in your household?** | 0. |

| About You | |
|---|---|
| Please indicate the primary driver's age. | [redacted] |
| Convenience of dealership location | 5. |
| Please indicate your gender | [redacted] |
| Please indicate your occupation. | [redacted] |

| Vehicle Satisfaction Ratings | |
|---|---|
| Front view styling (front fascia, hood, grille, headlight area) | 4. |
| What is your attitude overall towards your new car? | 4. |
| Ease of using system displays while driving | 5. |
| Wheels, rims, and tires appearance and styling | 5. |
| Steering wheel adjustment | 5. |
| Climate control operation (function and ease of use) | 5. |
| How was your purchasing experience (the dealer/dealership)? | 5. |
| Difficult driving conditions (adverse weather, off-road) | 4. |
| Overall audio, entertainment, and navigation system impression | 5. |
| Integration with phones | 5. |
| Navigation system route accuracy | 5. |
| Exterior design and appearance (overall impression) | 5. |
| Side/profile view styling (driver's side or passenger's side exterior area) | 5. |
| Headlight illumination/performance during night-time driving | 5. |
| Interior comfort, design and appearance of interior (overall impression) | 5. |
| Seat adjustment and comfort | 5. |
| Engine performance during acceleration | 5. |
| Engine exhaust sound | 5. |
| What is your attitude overall towards the BRAND of your new car? | 5. |
| Vehicle storage and space usage | 4. |
| Head/leg/foot room | 5. |
| Operating controls while driving (gear selector, turn signals, horn, etc.) | 5. |
| Location and usefulness of interior lighting | 5. |
| Engine sound | 5. |
| Brake responsiveness/effort | 5. |
| How do you feel about the durability of your new vehicle? | 5. |
| How do you feel about the VALUE of your new car? (i.e. | 5. |
| Is there anything about your new vehicle you would like to see changed? | Shape of headlights |
| Support for popular music/video formats | 4. |
| Fuel economy and driving range | 4. |
| Clarity of sound | 5. |
| Integration with media players | 5. |
| Appearance of exterior paint | 5. |
| Rear view styling (rear fascia, bumper) | 5. |
| Ease of getting into and out of vehicle | 5. |
| Interior noise level while driving | 5. |
| Safety and visibility while driving | 5. |
| Transmission gear change performance (smoothness) | 5. |
| Ride quality | 5. |
| Steering and handling (responsiveness, stability) | 5. |

| Overview | |
|---|---|
| The Smartphone Application format is easy to understand and use | 4 (agree). |
| Information in the Smartphone Application is easy to find and access | 4 (agree). |
| Please rate your overall level of satisfaction with the Smartphone Application | 4 (satisfied). |
| Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? | No. |
| Have you requested a paper version of the owner manual? | No. |
| Which automotive publications do you subscribe to? (check all that apply) | None or other (if other, please describe). |

| Overview | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Please let us know why you have not referred to the Owner's Manual? (check all that apply)** | The warning said service required so I took it to the dealership. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Lumbar support adjustment is broken/not working | |
|---|---|
| **Please indicate which seat has trouble (check all that apply):** | Driver's seat. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | When you put pressure on the back of the seat. |
| **Seat with trouble has:** | Power adjustment controls. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Seats. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Lumbar support adjustment is broken/not working. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/22/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C348314475 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M324368466 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 290724894 | ***Report Version*** | 1 | ***Open Date*** | 04/08/2015 |
| ***Close Date*** | 04/08/2015 | ***Narrative Date*** | 04/09/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Overview

| | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **DVD format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the DVD** | 5 (very satisfied). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Information on the DVD is easy to find and access** | 5 (strongly agree). |
| **What have you used to view your DVD? (check all that apply)** | Home DVD Player. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |

### About You

| | |
|---|---|
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>Grand Cherokee.<br>Jeep.<br>2004. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased Used.<br>2000.<br>5 Series.<br>BMW. |
| **When considering this vehicle** | Research online.<br>Visit the dealership.<br>Test drive the vehicle. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive.<br>Features/Capabilities. |
| **Please indicate your ethnicity** | [redacted] |
| **Secondary vehicle in your household:** | 2000.<br>5 Series.<br>BMW.<br>Secondary Household Vehicle: Purchased Used. |

## About You

| | |
|---|---|
| **Dealership treatment** | 3. |
| **Price** | 4. |
| **Ability to test drive** | 4. |
| **Vehicle performance** | 5. |
| **Trade-in allowance** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **Convenience of dealership location** | 3. |
| **Vehicle availability** | 4. |
| **Vehicle quality** | 4. |
| **Vehicle styling** | 4. |
| **Vehicle fuel economy** | 5. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your occupation status.** | [redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **Please indicate your occupation.** | [redacted] |
| **Financing options** | 1. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |

## Water leaks into vehicle

| | |
|---|---|
| **Please indicate the location of the water leak (check all that apply):** | I get approximately 1/2 cup of water on occasion afte a rain event. Water comes out in the sunglasses holder in the ceiling |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Water leaks into vehicle** | Water leaks into vehicle. |

## Brakes vibrate/shudder excessively when applied

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Vibration is:** | Moderate. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | All speeds. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | rear brakes grab when coming to a stop |

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Integration with phones** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Navigation system route accuracy** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Vehicle Exterior.<br>Brake System. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is loose. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | fender flare panel double stick tape came loose. Dealer repaired<br>fender flare panel double stick tape came loose. Dealer repaired |

| Media | |
|---|---|
| **Media** | Radio. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes vibrate/shudder excessively when applied. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM2EC4[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/22/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C348314475 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M324368466 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 290724894 | ***Report Version*** | 2 | ***Open Date*** | 04/08/2015 |
| ***Close Date*** | 04/08/2015 | ***Narrative Date*** | 04/10/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Trade-in allowance** | 1. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2000.<br>5 Series.<br>BMW.<br>Replaced Vehicle: Purchased Used. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **Convenience of dealership location** | 3. |
| **Vehicle availability** | 4. |
| **Vehicle quality** | 4. |
| **Vehicle styling** | 4. |
| **Vehicle fuel economy** | 5. |
| **Secondary vehicle in your household:** | 5 Series.<br>BMW.<br>Secondary Household Vehicle: Purchased Used.<br>2000. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your primary language?** | English. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Features/Capabilities.<br>Vehicle test drive. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Financing options** | 1. |
| **Primary vehicle in your household:** | 2004.<br>Jeep.<br>Grand Cherokee.<br>Primary Household Vehicle: Purchased New. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership.<br>Research online. |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your occupation status.** | [redacted]. |
| **Please indicate your highest education level** | Graduate degree. |
| **Please indicate your occupation.** | [redacted] |
| **Dealership treatment** | 3. |
| **Price** | 4. |
| **Ability to test drive** | 4. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted] |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Ease of using system displays while driving** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Navigation system route accuracy** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Integration with phones** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Vehicle Exterior.<br>Entertainment/Navigation System/Connectivity. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is loose. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | fender flare panel double stick tape came loose. Dealer repaired<br>fender flare panel double stick tape came loose. Dealer repaired |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |

| Media | |
|---|---|
| **Media** | Radio. |

| Water leaks into vehicle | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Water leaks into vehicle** | Water leaks into vehicle. |

| Water leaks into vehicle | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Please indicate the location of the water leak (check all that apply):** | I get approximately 1/2 cup of water on occasion afte a rain event. Water comes out in the sunglasses holder in the ceiling |

| Brakes vibrate/shudder excessively when applied | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | All speeds. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | rear brakes grab when coming to a stop |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Vibration is:** | Moderate. |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Overview | |
|---|---|
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Information on the DVD is easy to find and access** | 5 (strongly agree). |
| **What have you used to view your DVD? (check all that apply)** | Home DVD Player. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **DVD format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the DVD** | 5 (very satisfied). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes vibrate/shudder excessively when applied. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Exterior moldings/trim pieces loose/misaligned/falling off. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG4EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/14/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6123310812 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K132363486 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 291303447 | ***Report Version*** | 1 | ***Open Date*** | 04/12/2015 |
| ***Close Date*** | 04/12/2015 | ***Narrative Date*** | 04/15/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Detail on Low Rated Items

| | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Already explained the rattles and the collision avoidance system issues. The frequent recalls is another concerning thing. |

### Overview

| | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | For a $50k vehicle cost, I expected fewer issues and no rattles. I also had very significant problems with the to collision avoidance system. Took 5 visits to dealership and a lot of cuss words to finally get it fixed. Each time they would simply say, no error codes. On two occasions, the system errored on the highway and applied brakes at highway speeds with no cars in front of me. It would error intermittenly for apparent reason and at random times. It would scare passengers when it would go off. Very embarrassing driving work collegues in my new vehicle and the alarm would go off for no rason. The 3 rattles that I described were very frustrating. I fixed two of them myself. The third stills exists (instrument cluster rattle). I have never owned a car that rattled as much as my 2014 Grand Cherokee. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |

### Shifts at wrong times

| | |
|---|---|
| **Additional Comments:** | The ECO mode shift problem was all the time, all conditons, unless I turn turned it off. Reprogramming eventually fixed this shifting issue, but took several visits to dealer and was very frustrating |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Please describe conditions when this trouble occurs:** | The ECO mode shift problem was all the time, all conditons, unless I turn turned it off. Reprogramming eventually fixed this shifting issue, but took several visits to dealer and was very frustrating |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | ECO mode was so sluggish and transmission would not downshift. It would up shift too rapidly such that engine would bog and would have not acceleration due to too high of a gear and would not downshift easily with increased throttle input. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | The ECO mode shift problem was all the time, all conditons, unless I turn turned it off. Reprogramming eventually fixed this shifting issue, but took several visits to dealer and was very frustrating. |

### Squeak/rattle/abnormal noises from instrument panel/dashboard

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Very loud and frequent in cold weather. Less loud and less frequent in warm weather |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Squeak/rattle/abnormal noises from instrument panel/dashboard | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:** | Sounds like it is directly behind the instrument cluster |
| **Additional Comments:** | This is a very annoying rattle. I have not been able to identify the cause and stop it. The headliner and glove box rattles, I fixed my self. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Engine performance during acceleration** | 3. |
| **Clarity of sound** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine exhaust sound** | 4. |
| **Vehicle storage and space usage** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **What are your favorite parts of your new vehicle?** | The exterior styling, the handling, the interior comfort / luxury features |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Support for popular music/video formats** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Interior noise level while driving** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Integration with media players** | 5. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Eliminate the rattles. Get shift programming and collision avoidance programming and function correct from the start. |
| **Engine sound** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Navigation system route accuracy** | 2. |
| **Transmission gear change performance (smoothness)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Safety and visibility while driving** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |

| About You | |
|---|---|
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Primary vehicle in your household:** | Volkswagen.<br>Primary Household Vehicle: Purchased New.<br>2013.<br>GTI. |
| **What year were you born?** | [redacted] |
| **Secondary vehicle in your household:** | 2005.<br>TL. |

## About You

| | |
|---|---|
| | Acura. |
| | Secondary Household Vehicle: Purchased New. |
| **What is your primary language?** | English. |
| **Please indicate your highest education level** | Graduate degree. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your occupation.** | [redacted] |
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation status.** | [redacted] |

## Squeak/rattle/abnormal noises from glove box

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe in the box below where from the glove box the trouble with abnormal noises is located:** | Glove box rattled on most road surfaces. If very smooth, new road, then no rattle. Rattled in cold and warm weather. I put self adhesive weather stipping inside the glove box door to create a tight fit when closed and rattle stopped. |
| **Please describe conditions when this trouble occurs:** | see above |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

## Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows. |
| | Transmission and Drivetrain. |
| | Engine. |
| | Features/Controls/Displays. |

## Contact Me

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Automatic Transmission

| | |
|---|---|
| **Automatic Transmission** | Shifts at wrong times. |
| | Hesitation or delay when shifting between gears. |

## Squeak/rattle/abnormal noises from headliner

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Occurs when it is cold. Rattles on most roads. If road is very smooth, doesn't rattle. Does not rattle during summer. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe in the box below where from the headliner the trouble with abnormal noises is located:** | Near sun roof rail above front passenger's head |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

## Wipers and washers

| | |
|---|---|
| **Wipers and washers** | Rain sensing wipers are broken/not working properly. |

## Rain sensing wipers are broken/not working properly

| | |
|---|---|
| **Please indicate what type of trouble was experienced with the rain sensing wipers (check all that apply):** | very poor adjustment of the auto swipe funtion. End up manually turning wipres on/off intermittently. Would be better adjust time interval manually and not base it on a sensor. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please describe conditions when this trouble occurs:** | Every time it rains |

## Abnormal Noises

| | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from headliner. |
| | Squeak/rattle/abnormal noises from instrument panel/dashboard. |
| | Squeak/rattle/abnormal noises from glove box. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Wipers and washers. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 20,000-29,999. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Beautiful exterior styling. Many nice features and function on the interior. Handles very nicely for an SUV. Other than the annoying rattles and the messed up collision avoidance system, a very nice vehicle. But I would be hesitant to take a chance on a Jeep again. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG0FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 07/29/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6197411337 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K206463283 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 291483857 | ***Report Version*** | 1 | ***Open Date*** | 04/15/2015 |
| ***Close Date*** | 04/16/2015 | ***Narrative Date*** | 04/17/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 19028 | CHRYSLER CORPORATION | | ***Phone*** | |
| ***Dealer City*** | AUBURN HILLS | ***State*** | MI | ***ZIP*** | 48326 -275 |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **What are your favorite parts of your new vehicle?** | Jeep grille, climate control, sportiness and comfort |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 5. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | see previous comments |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Vehicle storage and space usage** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Vehicle Exterior.<br>Features/Controls/Displays.<br>Interior Trim/Storage/Windows. |

| About You | |
|---|---|
| **Primary vehicle you were considering:** | MDX.<br>Acura.<br>Primary Considered Vehicle: New. |
| **Please tell us about the vehicle you replaced (if applicable)** | Pilot.<br>2009.<br>Honda.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>S7. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership.<br>Interact with dealership by phone.<br>Research online. |
| **Please indicate your occupation status.** | [redacted]. |
| **Ability to test drive** | 1. |
| **Vehicle quality** | 1. |
| **Vehicle fuel economy** | 1. |
| **Vehicle performance** | 4. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | My gut |
| **Vehicle availability** | 1. |
| **Trade-in allowance** | 1. |
| **Dealership treatment** | 1. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your ethnicity** | [redacted] |
| **What year were you born?** | [redacted] |
| **Convenience of dealership location** | 1. |
| **Financing options** | 1. |
| **Vehicle styling** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your primary language?** | English. |
| **Please indicate your occupation.** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle in your household:** | S7.<br>Secondary Household Vehicle: Purchased New.<br>Audi. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Price** | 1. |
| **Please indicate your gender** | [redacted] |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive. |

| Overview | |
|---|---|
| **Did you review the Owner's Information DVD?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |

| Overview | |
|---|---|
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | No, have not had a chance/inconvenient location. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | 1) I wish the standard roof rails worked without having to add on extra pieces. 2) The speaker in my cargo area was damaged right away because it is in a poor location. 3) Wish the channel and volume buttons on the steering wheel were not so hidden. 4) Wish the Summit interior was more fun and sporty! |
| **What has Chrysler done right?** | My Jeep is running well and it looks good. There appears to be a lot of support out there. Loved the throwback to the '40's with the army green manual cover. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Nothing low yet. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | When the Forward Collision Warning system was on, my car braked for me in two situations. The first time was not needed, but okay. The second time could have caused an accident as there was no reason to brake all of the sudden. I turned the system off after that. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG5E[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/05/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6051410804 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K058461715 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 264801542 | ***Report Version*** | 4 | ***Open Date*** | 07/04/2014 |
| ***Close Date*** | 07/15/2014 | ***Narrative Date*** | 07/21/2014 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

| **Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system is broken/not working>** | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. 2014-07-18 00:08:12.580 |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. 2014-07-18 00:08:12.580 |
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | Adaptive Cruise Control (ACC) is affected by vehicles in other landes. when going around curve and following in middle lane car in left lane of middle lane effects performance of ACC. 2014-07-18 00:08:12.580 |
| **How often does this trouble occur?** | Trouble occurs intermittently. 2014-07-18 00:08:12.580 |
| **Please describe conditions when this trouble occurs:** | Car slows (Based on my experience with this problem 2014-07-18 00:08:12.580 |

| **Vehicle Satisfaction Ratings** | |
|---|---|
| **Ease of getting into and out of vehicle** | 3. 2014-07-18 00:08:12.580 |
| **Transmission gear change performance (smoothness)** | 3. 2014-07-18 00:08:12.580 |
| **Engine exhaust sound** | 4. 2014-07-18 00:08:12.580 |
| **Clarity of sound** | 5. 2014-07-18 00:08:12.580 |
| **Exterior design and appearance (overall impression)** | 5. 2014-07-18 00:08:12.580 |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. 2014-07-18 00:08:12.580 |
| **Wheels, rims, and tires appearance and styling** | 5. 2014-07-18 00:08:12.580 |
| **Steering wheel adjustment** | 5. 2014-07-18 00:08:12.580 |
| **Climate control operation (function and ease of use)** | 5. 2014-07-18 00:08:12.580 |
| **How was your purchasing experience (the dealer/dealership)?** | 5. 2014-07-18 00:08:12.580 |
| **What is your attitude overall towards your new car?** | 5. 2014-07-18 00:08:12.580 |
| **What is your attitude overall towards the BRAND of your new car?** | 5. 2014-07-18 00:08:12.580 |
| **Ease of using system displays while driving** | 4. 2014-07-18 00:08:12.580 |
| **Support for popular music/video formats** | 4. 2014-07-18 00:08:12.580 |
| **Interior noise level while driving** | 4. 2014-07-18 00:08:12.580 |
| **Engine sound** | 4. 2014-07-18 00:08:12.580 |
| **Fuel economy and driving range** | 4. 2014-07-18 00:08:12.580 |
| **Steering and handling (responsiveness, stability)** | 4. 2014-07-18 00:08:12.580 |
| **Appearance of exterior paint** | 5. 2014-07-18 00:08:12.580 |
| **Rear view styling (rear fascia, bumper)** | 5. 2014-07-18 00:08:12.580 |
| **Navigation system route accuracy** | 3. 2014-07-18 00:08:12.580 |
| **Interior comfort, design and appearance of interior (overall impression)** | 3. 2014-07-18 00:08:12.580 |
| **Seat adjustment and comfort** | 3. 2014-07-18 00:08:12.580 |
| **Overall audio, entertainment, and navigation system impression** | 4. 2014-07-18 00:08:12.580 |
| **Integration with phones** | 4. 2014-07-18 00:08:12.580 |
| **Vehicle storage and space usage** | 4. 2014-07-18 00:08:12.580 |
| **Head/leg/foot room** | 4. 2014-07-18 00:08:12.580 |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. 2014-07-18 00:08:12.580 |
| **Location and usefulness of interior lighting** | 4. 2014-07-18 00:08:12.580 |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. 2014-07-18 00:08:12.580 |
| **Brake responsiveness/effort** | 5. 2014-07-18 00:08:12.580 |
| **How do you feel about the durability of your new vehicle?** | 5. 2014-07-18 00:08:12.580 |
| **Safety and visibility while driving** | 4. 2014-07-18 00:08:12.580 |
| **Engine performance during acceleration** | 4. 2014-07-18 00:08:12.580 |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ride quality** | 4. 2014-07-18 00:08:12.580 |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. 2014-07-18 00:08:12.580 |
| **Headlight illumination/performance during night-time driving** | 5. 2014-07-18 00:08:12.580 |
| **Difficult driving conditions (adverse weather, off-road)** | 5. 2014-07-18 00:08:12.580 |
| **Integration with media players** | 3. 2014-07-18 00:08:12.580 |

| Features/Controls/Displays>Displays and Instruments> | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. 2014-07-18 00:08:12.580 |

| Continuous Quality Insight | |
|---|---|
| **Continuous Quality Insight** | Engine. 2014-07-18 00:08:12.580 |
| | Interior Trim/Storage/Windows. 2014-07-18 00:08:12.580 |
| | Steering, Handling, and Ride. 2014-07-18 00:08:12.580 |
| | Brake System. 2014-07-18 00:08:12.580 |
| | Interior Climate Control. 2014-07-18 00:08:12.580 |
| | Features/Controls/Displays. 2014-07-18 00:08:12.580 |
| | Transmission and Drivetrain. 2014-07-18 00:08:12.580 |

| Features/Controls/Displays>Features and Controls>Voice Activiation System>Voice Activation System works properly, but difficult to understand/use; controls in a poor location> | |
|---|---|
| **Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):** | Navigation. Misunderstanding by system what is asked 2014-07-18 00:08:12.580 |
| | Phone. Misunderstanding by system what is asked 2014-07-18 00:08:12.580 |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. 2014-07-18 00:08:12.580 |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Obstructed/interferes with other controls/objects. cars in other lane, specifically when going around curve in center lane... car in left lane effects acc 2014-07-18 00:08:12.580 |

| Overview | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. 2014-07-18 00:08:12.580 |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. 2014-07-18 00:08:12.580 |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). 2014-07-18 00:08:12.580 |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. 2014-07-18 00:08:12.580 |
| **Would you recommend this vehicle to family or friends?** | Yes. 2014-07-18 00:08:12.580 |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. 2014-07-18 00:08:12.580 |

| Interior Trim/Storage/Windows>Abnormal Noises> | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from window(s). 2014-07-18 00:08:12.580 |

| Welcome> | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. 2014-07-18 00:08:12.580 |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. 2014-07-18 00:08:12.580 |

| Features/Controls/Displays>Features and Controls> | |
|---|---|
| **Features and Controls** | Tire pressure monitoring system. 2014-07-18 00:08:12.580 |
| | Adjustable Height Control. 2014-07-18 00:08:12.580 |
| | Cruise control system. 2014-07-18 00:08:12.580 |
| | Voice Activiation System. 2014-07-18 00:08:12.580 |

| Squeak/rattle/abnormal noises from window(s) | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. 2014-07-18 00:08:12.580 |

| Hesitation or delay with 4WD controls |
|---|

| Hesitation or delay with 4WD controls | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. 2014-07-18 00:08:12.580 |

| Features/Controls/Displays>Features and Controls>Cruise control system> | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. 2014-07-18 00:08:12.580 |

| Contact Me> | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. 2014-07-18 00:08:12.580 |

| Features/Controls/Displays>Features and Controls>Voice Activiation System> | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. 2014-07-18 00:08:12.580 |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG8EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 06/02/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6144310947 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K153361188 | |
| ***Color*** | PEP | DEEP AUBURN PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 291302242 | ***Report Version*** | 1 | ***Open Date*** | 04/01/2015 |
| ***Close Date*** | 04/12/2015 | ***Narrative Date*** | 04/15/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please tell us your cell phone model** | 5S |
| **Please choose your cell phone brand** | Apple. |

### Entertainment/Navigation System/Connectivity>Navigation System>

| | |
|---|---|
| **Navigation System** | Difficulty accessing Points of Interest.<br>Navigation system works, but traffic information doesn?t work / or is difficult to understand. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Entertainment/Navigation System/Connectivity.<br>Interior Trim/Storage/Windows.<br>Transmission and Drivetrain. |

### Hands-Free Phone / Bluetooth

| | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

### Welcome

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |

### Voice Activation / Recognition

| | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG5EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/24/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6130320416 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K143363013 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 289873161 | ***Report Version*** | 2 | ***Open Date*** | 03/17/2015 |
| ***Close Date*** | 03/28/2015 | ***Narrative Date*** | 03/31/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Outside temperature gauge broken/not working

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Wrong temperature intermittently and stays on that temp for long periods of time. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Interior Trim/Storage/Windows.<br>Features/Controls/Displays. |

### Features and Controls

| | |
|---|---|
| **Features and Controls** | Side window operation/controls. |

### Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Side window broken/not working (open/close function)

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to close. Driver window goes down instead of up when opened half way. Then goes up extremely slow after two tries. |
| **Please indicate which window is the source of the trouble (check all that apply):** | Driver's side front door window. |
| **Side windows are:** | Power windows. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble with the window occurs:** | While closing. |
| **Please indicate what type of trouble was experienced with the side window (check all that apply):** | Window binds/sticks while opening/closing. |

### Displays and Instruments

| | |
|---|---|
| **Displays and Instruments** | Outside temperature gauge broken/not working. |

### Abnormal Noises

| | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from headliner. |

### Side window operation/controls

| | |
|---|---|
| **Side window operation/controls** | Side window broken/not working (open/close function). |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM8EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/11/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C273308670 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M316366454 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 289873664 | ***Report Version*** | 1 | ***Open Date*** | 03/25/2015 |
| ***Close Date*** | 03/27/2015 | ***Narrative Date*** | 03/30/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What year were you born?** | [redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 25-26 mpg. |
| **Vehicle quality** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Price** | 5. |
| **Vehicle fuel economy** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Primary vehicle in your household:** | BMW.<br>Primary Household Vehicle: Purchased New.<br>2013.<br>X3. |
| **What is your primary language?** | English. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Internet research.<br>Manufacturer?s website.<br>Recommendations from friends or family.<br>Value for the money. |
| **Primary vehicle you were considering:** | Land Rover.<br>2014.<br>Primary Considered Vehicle: New.<br>Range Rover Evoque. |
| **Please tell us about the vehicle you replaced (if applicable)** | Murano.<br>Nissan.<br>Replaced Vehicle: Purchased New.<br>2011. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **How may children 17 or under live in your household?** | 0. |
| **Ability to test drive** | 3. |
| **Please indicate your occupation.** | [redacted] |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership. |
| **What price did you pay for your vehicle?** | 51000 |
| **Convenience of dealership location** | 3. |
| **Vehicle availability** | 4. |
| **Trade-in allowance** | 5. |
| **Vehicle styling** | 5. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Dealership treatment** | 3. |
| **Financing options** | 5. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |

| Overview | |
|---|---|
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Better support for apple |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Did you review the Printed User Guide?** | Yes. |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **DVD format is easy to understand and use** | 4 (agree). |
| **What have you used to view your DVD? (check all that apply)** | Home DVD Player. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Smartphone Application covers the necessary features** | 2 (disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Please rate your overall level of satisfaction with the DVD** | 4 (satisfied). |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **Information on the DVD is easy to find and access** | 4 (agree). |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Interior noise level while driving** | 3. |
| **Engine performance during acceleration** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Ease of using system displays while driving** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Integration with phones** | 3. |
| **Support for popular music/video formats** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Safety and visibility while driving** | 4. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Appearance of exterior paint** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Engine sound** | 3. |
| **Navigation system route accuracy** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Brake System. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Reverse-Camera. |

| Reverse-Camera | |
|---|---|
| **Reverse-Camera** | Reverse-camera is broken/not working. |

| Reverse-camera is broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Additional Comments:** | Working now |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate what type of trouble was experienced with the reverse-camera (check all that apply):** | System turns on but won't display image. After 5 days I saw a blue screen only they replaced the camera |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Collision warning system is a little disappointing. |

| Detail on High Rated Items | |
|---|---|
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | Support for iphone. Messaging texting etc. |
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | Could go a little higher |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | Does not work. |
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Other (please describe). Not working. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT6EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 07/01/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6172310905 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M178384665 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 291974915 | ***Report Version*** | 1 | ***Open Date*** | 04/23/2015 |
| ***Close Date*** | 04/23/2015 | ***Narrative Date*** | 04/24/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Ride quality** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Navigation system route accuracy** | 2. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Clarity of sound** | 4. |
| **Integration with media players** | 4. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Interior comfort, design and appearance of interior (overall impression)** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Integration with phones** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | overall dependability |
| **How do you feel about the VALUE of your new car? (i.e.** | 1. |
| **What is your attitude overall towards your new car?** | 3. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **Fuel economy and driving range** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **What are your favorite parts of your new vehicle?** | 4-wheel drive, appearance |
| **Climate control operation (function and ease of use)** | 2. |
| **Support for popular music/video formats** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Engine exhaust sound** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |

### Floor mats will not stay in place

| Floor mats will not stay in place | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which floor mat will not stay in place (check all that apply):** | Driver's side rear seat floor mat. gets pushes under back of front set.<br>Passenger's side rear seat floor mat. same |
| **Additional Comments:** | Would be helpful if they had same hooks like the front floor mats. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Seat Squeak/Rattle | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which seat has a squeak/rattle (check all that apply):** | Driver's seat. |
| **Trouble occurs under these surface conditions (check all that apply):** | Other (please describe). Whenever driver gets in or leans back or forward in the seat. |
| **Seat Squeak/Rattle** | Seat Squeak/Rattle. |

| Seat heater will not turn off | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate which seat has trouble (check all that apply):** | Driver's seat. Turn seats on after start up of Jeep and less than 5 minutes it shuts itself off. Will also un check itself under the comfort control settings. Happened often in beginning but after a software update it only happens on occasions<br>Front passenger seat. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Brake Noise | |
|---|---|
| **Brake Noise** | Brakes are excessively noisy. |

| Voice Activation System works properly, but difficult to understand/use; controls in a poor location | |
|---|---|
| **Please indicate why the Voice Actication System controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much effort/force to operate.<br>Controls require too much attention (must take eyes off the road) to operate. Can't use voice properly. Usually have to wait and find somewhere to stop and use keys and then still doesn't work sometimes. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. often can't locate address given or has wrong address. |
| **Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):** | Navigation. Does not find locations or addresses but nav on phone finds it just fine. |

| Overview | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer. I purchased from a Dealership 3 hours from home so I take it to local Jeep dealership down the road. |
| **Please explain further about your choice to recommend your vehicle:** | It has been very inconvenient to make multiple trips to dealership for recalls and warranty work in the 1 1/2 years that I have had it. I feel for the cost it should be much better quality. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). None. |

| Operation and Functionality | |
|---|---|
| **Operation and Functionality** | Floor mats will not stay in place. |

| About You | |
|---|---|
| **Secondary vehicle in your household:** | Honda.<br>Secondary Household Vehicle: Purchased New.<br>Civic. |
| **Which of the following best describes the area you live in?** | Rural. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |

| About You | |
|---|---|
| **Primary vehicle in your household:** | Grand Cherokee.<br>Primary Household Vehicle: Purchased New.<br>2014.<br>Jeep. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please indicate your gender** | Female. |

| Rain sensing wipers are broken/not working properly | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate what type of trouble was experienced with the rain sensing wipers (check all that apply):** | Rain sensing wipers swipe too often.<br>Rain sensing wipers do not swipe often enough. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Abnormal odors coming from engine | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please describe conditions when this trouble occurs:** | Under acceleration. |
| **Additional Comments:** | When this happens I check info and engine temp, oil temp, etc are all in normal range. Dealership has checked engine and so far can't find anything that is causing this. |
| **Engine odor occurs while vehicle is (check all that apply):** | Accelerating. Sometimes when accelerating there is burning smell. This happens both normal drive and sport mode. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Tires show excessive or uneven tread wear | |
|---|---|
| **Where does the excessive or uneven tread wear appear on the tire?** | Only the outside edge of the tread. |
| **Additional Comments:** | Dealership has assured me each time that the front end alignment is correct. Local tire shop has aligned and said the tow end was off by over 1 inch on each side. Corrected and it is no loner as bad but still wares some. |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **Which tire is experiencing excessive or uneven tread wear? (check all that apply):** | Driver's side front tire. Outside edge of tire when located on front. I have them rotated every oil change and have had numerous front end alignments.<br>Passenger's side front tire. same |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Steering, Handling, and Ride>Tires> | |
|---|---|
| **Tires** | Tires show excessive or uneven tread wear. |

| Brakes are excessively noisy | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | All speeds. |
| **What area of the vehicle is the brake noise coming from?** | Cannot determine the location. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Light braking. I know semi-metallic pads will squeal from time to time but I feel these do it too often.<br>Moderate braking. same |
| **What does the noise sound like?** | Squeak/squeal. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 20,000-29,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Memory Seat controls are broken/not working |
|---|

| Memory Seat controls are broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | It doesn't change driver setting when driver changes and uses key fob |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Additional Comments:** | Example. After driver 1 has been driving and driver 2 gets in, unlocks or remote starts (with driver 2 key fob) the memory setting does not change automatically. Have to push the driver setting on door panel. Does not happen every time but happens often. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Instrument panel illumination/warning/indicator lights broken/not working | |
|---|---|
| **Please describe in the box below where on the instrument panel/dashboard the trouble with broken/damaged materials is located:** | The instrument panel would black out going down the road. Has since been repaired. The forward collision would turn itself off going down the road. Dealer done software update and has not done this lately. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Instrument panel illumination broken/not working.<br>Instrument panel warning lights broken/not working. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Voice Activation System | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Wipers and washers.<br>Voice Activiation System.<br>Door locks/key fob entry system. |

| Other | |
|---|---|
| **Please describe the other trouble you experienced:** | System is very temperamental. It will do something almost on a daily bases. Little things that I have learned to deal with. Examples. Blank screen, AC/Heat not blowing, Locks on start up screen and doesn't load XM temp and such. Usually I shut engine back off. Open driver door, close and restart and most of the times this fixes the issue. However the cabin temp seems to base on outside temp. Example It may be 40 degrees outside, Jeep has been running for awhile(not cold engine) If the sun is bright it will heat up the interior(black leather) I set auto temp on 68 degrees and it is pumping heat out. I have to drop to Lo to get cool air and sometimes this still doesn't work. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Wiper blades - rear | |
|---|---|
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |
| **Where did you take your vehicle to have the component replaced?** | Repaired/replaced myself. |
| **How much did the replacement cost?** | Under $100. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Other.<br>Brake System.<br>Seats.<br>Engine.<br>Interior Trim/Storage/Windows.<br>Steering, Handling, and Ride. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Instrument panel illumination/warning/indicator lights broken/not working. |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Memory Seat controls are broken/not working.<br>Seat heater is broken/not working. |

| Wiper blades - front |
|---|

| Wiper blades - front | |
|---|---|
| **Where did you take your vehicle to have the component replaced?** | Repaired/replaced myself. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |

| Vehicle Exterior Components | |
|---|---|
| **Vehicle Exterior Components** | Wiper blades - rear.<br>Wiper blades - front. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | The appearance, 4-wheel drive with air suspension and select terrain are all great. I get stopped and complimented often on the appearance. I also feel very comfortable with the capabilities no matter weather/road conditions(as long as I know the area because not sure if I can depend on the navigation system. If all the other issues were resolved, I would love it. |
| **Feedback/Concerns:** | Improve the functions and dependability of the Navigation, and controls system. Resolve the burning smell issue and alignments(had same alignments issue on 2011 Summit) Better/more training for service techs. |

| Engine Odors | |
|---|---|
| **Engine Odors** | Abnormal odors coming from engine. |

| Wipers and washers | |
|---|---|
| **Wipers and washers** | Rain sensing wipers are broken/not working properly. |

| Seat heater is broken/not working | |
|---|---|
| **Seat heater is broken/not working** | Seat heater will not turn off. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT0EC1[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 06/07/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6140311497 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M151370577 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 292601409 | ***Report Version*** | 1 | ***Open Date*** | 05/02/2015 |
| ***Close Date*** | 05/02/2015 | ***Narrative Date*** | 05/04/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Blind spot monitoring/warning system is broken/not working

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Always when it is on. Brought in 5 times and never fixed |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Additional Comments:** | The breaks failed on the car and when I brought it in they couldn't find the problem. I got car home and breaks failed again and almost crashed my car. No apologies from anyone for almost killing me |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate the trouble you experienced with the blind spot monitoring/warning system (check all that apply):** | Other (please describe). Not related but my acc and FCW would go on constantly and would beep all the time for no reason. The car would physicall |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Additional Comments:** | How can you not offer loaners for a 50k plus car? I didn't think to ask the question because every car I have ever owned had loaner program. Less expensive cars included |
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Other (please describe). They false positive constantly and they can never find the issue at dealership |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **What are your favorite parts of your new vehicle?** | how it looks |
| **What is your attitude overall towards your new car?** | 1. |
| **What is your attitude overall towards the BRAND of your new car?** | 1. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 1. |
| **How do you feel about the durability of your new vehicle?** | 1. |
| **How do you feel about the VALUE of your new car? (i.e.** | 1. |
| **Fuel economy and driving range** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Support for popular music/video formats** | 4. |
| **Engine sound** | 4. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | test electronics before you put them in a car |
| **Transmission gear change performance (smoothness)** | 1. |
| **Integration with media players** | 2. |
| **Navigation system route accuracy** | 2. |
| **Clarity of sound** | 5. |
| | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Side/profile view styling (driver's side or passenger's side exterior area)** | |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Integration with phones** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Engine performance during acceleration** | 3. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine exhaust sound** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | My experience |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Slips/will not engage gear properly/shifts erratically | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. |
| | Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Going into which gear/gears does the trouble occur? (check all that apply):** | 1st Gear. The car will not move from 1st to 2nd and I have to switch car unto sport and then back just to get it to shift gears. Happens regularly and without cause |
| | 2nd Gear. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Hard acceleration. |
| | Normal acceleration. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |

| Alarm/anti-theft system | |
|---|---|
| **Alarm/anti-theft system** | Alarm/anti-theft system is broken/not working. |

| Alarm/anti-theft system is broken/not working | |
|---|---|
| **Please indicate if your alarm/anti-theft system is:** | Factory/dealer installed. |
| **Please indicate the trouble you experienced with the alarm/anti-theft system (check all that apply):** | Unable to turn off alarm when activated/sounding. The alarm would go off on its own because of a faulty latch in hood. Happened twice and required two replacement and I was unable to lock car while this was happening |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |
| | Brake System. |
| | Transmission and Drivetrain. |
| | Engine. |

| Overview | |
|---|---|
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Other (please explain further, if applicable). I will not go back to that dealershio. I live with these issues until my lease is up and I will never again buy another jeep |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Please explain further about your choice to recommend your vehicle:** | Thus car has had more problems than any other car I have ever owned. I went through arbitration to get out of my lease bit to no avail. I tell |

| Overview | |
|---|---|
| | everyone that asks how much I dislike this vehicle and the service I have received |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |

| About You | |
|---|---|
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>2014.<br>Grand Cherokee.<br>Jeep. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 10-12 mpg. |
| **Did you purchase or lease your vehicle?** | Lease. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Nothing |

| Shifts at wrong times | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 1st Gear.<br>2nd Gear. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Normal acceleration. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shifts at wrong times.<br>Hesitation or delay when shifting between gears.<br>Slips/will not engage gear properly/shifts erratically. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Brake pedal feels mushy/soft | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe conditions when this trouble occurs:** | They failed entirely. the car had a recall for break booster and it was not changed even when I brought it in for failed breaks. huge liability had I crashed |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brake pedal feels mushy/soft. |

| Brake System Components | |
|---|---|
| **Brake System Components** | ABS system/sensors. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Alarm/anti-theft system. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Blind spot monitoring/warning system is broken/not working.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT4EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/01/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6197310877 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M199396878 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 292601407 | ***Report Version*** | 1 | ***Open Date*** | 05/02/2015 |
| ***Close Date*** | 05/02/2015 | ***Narrative Date*** | 05/04/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Abnormal squeaks/rattles/noises coming from front doors

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Bumps |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 20,000-29,999. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate which door has abnormal noises (check all that apply):** | Driver's side front door. On bumps there is a rattle. Sounds like a loose cable. Also 1/2 inch streak down driver window. Like a roller is greasy and it rolls along glass going up and down. |

### Automatic high-beam headlights broken/not working

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Keep working on these. I have basically stopped using this function. The slightest light turns them off like a street light. |

### Squeak/rattle/abnormal noises from instrument panel/dashboard

| | |
|---|---|
| **Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:** | Right front. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

### Abnormal squeaks/rattles/noises coming from liftgate

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Rubs on right side. Too close to right side. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

### What Can We Do Better?

| | |
|---|---|
| **Feedback/Concerns:** | This vehicle is too wide for off road and the wheels are wrong for it. Jeep models before this are ok. Here you went too wide. |
| **What has Chrysler done right?** | Interior is too much brown. Need more color variation. Seat controls need to be like Mercedes up where you can see it. Controls need better human interfacing engineering. Need full braking and side movement like in Mercedes and some other cars. |

### Liftgate is broken/not working

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Too close on right side. It also creaks as the car gets warmer. |
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Please describe the trouble you experienced (check all that apply):** | Other (please describe). |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### AUX input is difficult to understand/use; is in a poor location

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | When you plug your phone in to charge it switches to this automatically causing you to reswitch back to radio. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use.<br>Poor location. |

### Navigation system freezes-up/will not work

| | |
|---|---|
| **Additional Comments:** | You need to install the wheel concept like in a Mercedes. You require to much leaning and touching the screen. Why isnt this like the normal |

| Navigation system freezes-up/will not work | |
|---|---|
| | garmin interface and graphics. These are not good. Also lately it freezes a lot, tells you you have arrived but have 100's of miles to go. B |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Electronic Engine Controls (Check Engine) | |
|---|---|
| **Electronic Engine Controls ('Check Engine')** | "Check Engine" light indicated trouble. |

| Engine stumbles/hesitates/surges | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **Approximate mileage when trouble was first noticed was:** | 20,000-29,999. |
| **Engine trouble occurs after vehicle is started at:** | Hot condition - after vehicle is off for less than 1 hour. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Check Engine light indicated trouble | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | 30,000-39,999. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Was the "Check Engine" light your first indication there was trouble?** | Yes. |
| **Did you also experience an engine performance issue while the "Check Engine" light was on?** | No. |
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |

| Alignment | |
|---|---|
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |
| **How much did the replacement cost?** | $100-$499. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Seat adjustment and comfort** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Engine performance during acceleration** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Support for popular music/video formats** | 4. |
| **Appearance of exterior paint** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Safety and visibility while driving** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Ride quality** | 5. |
| **Clarity of sound** | 2. |
| **Integration with phones** | 3. |
| **Integration with media players** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine exhaust sound** | 4. |
| **Steering wheel adjustment** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| | Human interface controls |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | |
| **What are your favorite parts of your new vehicle?** | Improved quality and American made |
| **Ease of using system displays while driving** | 3. |
| **Navigation system route accuracy** | 3. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

| Squeak/rattle/abnormal noises from door panels | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 20,000-29,999. |
| **Please indicate which interior door panels had abnormal noises (check all that apply):** | Rear liftgate.<br>Driver's side front door. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Bumper - front | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Floor mats will not stay in place | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate which floor mat will not stay in place (check all that apply):** | Front passenger's floor mat.<br>Driver's floor mat. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Air cleaner | |
|---|---|
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to a different dealer than the one I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **How much did the replacement cost?** | Under $100. |

| Front Doors | |
|---|---|
| **Front Doors** | Abnormal squeaks/rattles/noises coming from front doors. |

| Alarm/anti-theft system | |
|---|---|
| **Alarm/anti-theft system** | Alarm/anti-theft system is broken/not working. |

| Steering, Handling, and Ride Components | |
|---|---|
| **Steering, Handling, and Ride Components** | Alignment. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone brand** | Apple. |
| **Please tell us your cell phone model** | 5 and 6. Also have a Motorola. |
| **If known, please tell us your software version** | Latest and with updates over time. |
| **Please choose your cell phone carrier** | AT&T Mobile. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Body panels/doors misaligned/excessive gaps/poor fit.<br>Exterior moldings/trim pieces loose/misaligned/falling off. |

| Issues with wheels and tires in off-road conditions | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Bumpy or uneven surface. |
| | Level Ground. |
| | Downhill. |
| | Sideslope. |
| | Uphill. |
| **Please indicate on what surfaces you are experiencing issues. (check all that apply)** | rocks/inclines/boulders/very rough terrain. |
| | Mud/ruts. |
| | Dirt/gravel roads. |
| **Trouble occurs at these speeds. (check all that apply):** | When driving at very low speeds (0-10 MPH). |
| | From standstill. |
| **Please indicate the nature of the issue you are experiencing. (check all that apply):** | The tire treads are susceptible to getting blocked on off-road surfaces. |
| | The tires are too susceptible to damage on off-road surfaces. |
| | The tires are too susceptible to punctures on off-road surfaces. |
| | The wheel rims are too susceptible to damage when driving on off-road surfaces. |
| | The wheel rims are too susceptible to collecting debris when driving on off-road surfaces. |
| | There is no ability to continue driving with a puncture. |
| | The wheel and tire size fitted is not suitable to driving on off-road surfaces. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Lumbar support adjustment controls are difficult to understand/use | |
|---|---|
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | Controls are not easy to reach. |
| | Controls require too much effort/force to operate. |
| **Please indicate which seat's controls are difficult to understand/use (check all that apply):** | Driver's seat. |
| | Front passenger seat. |
| **Additional Comments:** | Look at where Lincoln and Mercedes put them. On the door. Not some hard to reach and can't see place near floor. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please indicate which type of seat controls are difficult to understand/use (check all that apply):** | Power adjustment controls. |

| Horn works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much effort/force to operate. |
| | Controls are not easy to reach. |
| | Controls require too much attention (must take eyes off the road) to operate. |
| | Operation of key fob is confusing/doesn't make sense. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Voice Activation System works properly, but difficult to understand/use; controls in a poor location | |
|---|---|
| **Please indicate why the Voice Actication System controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much effort/force to operate. |
| | Controls require too much attention (must take eyes off the road) to operate. |
| **Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):** | Navigation. |
| | Phone. |
| | Audio. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location. |
| | Difficult to understand. |
| | Difficult to use. |

| Fuel cap difficult to open/close | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to close. |
| | Difficult to open. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Bluetooth streaming audio works, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to understand. |
| | Difficult to use. |

| Bluetooth streaming audio works, but is difficult to understand/use | |
|---|---|

| Recliner adjustment controls are difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please indicate which seat's controls are difficult to understand/use (check all that apply):** | Driver's seat.<br>Front passenger seat. |
| **Please indicate which type of seat controls are difficult to understand/use (check all that apply):** | Power adjustment controls. |
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | Controls are not easy to reach.<br>Controls require too much effort/force to operate. |

| Tire pressure monitoring system works properly, but difficult to understand/use; in poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please indicate why the tire pressure monitoring system controls are difficult to understand/use; are in a poor location (check all that apply):** | Other (please describe). With low profile tires you shipped with the air pressure can move 8-10 lbs of air. |

| Memory Seat controls are difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use.<br>Poor location. Keeps resetting. |
| **Please indicate why the controls are difficult to understand/use (check all the apply)** | Controls are not easy to reach.<br>Controls require too much effort/force to operate. |

| Issues with noise or vibration during difficult driving conditions | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Downhill.<br>Level Ground.<br>Uphill.<br>Sideslope.<br>Bumpy or uneven surface. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Trouble occurs at these speeds. (check all that apply):** | When driving at low speeds (11-20 MPH).<br>When driving at very low speeds (0-10 MPH). |
| **Please indicate what is causing the issue (select all that apply)** | Suspension creak, groan or squeak.<br>Air suspension. |
| **Additional Comments:** | If all the way up, it sounds like the car is going to come off the suspension. |
| **Please indicate on what surfaces you are experiencing issues. (check all that apply)** | Dirt/gravel roads.<br>rocks/inclines/boulders/very rough terrain. |

| Height adjustment controls are difficult to understand/use | |
|---|---|
| **Please indicate which seat's controls are difficult to understand/use (check all that apply):** | Driver's seat.<br>Front passenger seat. |
| **Please indicate which type of seat controls are difficult to understand/use (check all that apply):** | Heated Seat Function.<br>Memory Seat Function.<br>Power adjustment controls. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to understand.<br>Difficult to use. |
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | Operation of key fob is confusing/doesn't make sense.<br>Controls are not easy to reach.<br>Controls require too much effort/force to operate. |
| **Additional Comments:** | Just go sit in a merceds or Lincoln. |

| Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located | |
|---|---|
| **Please indicate which heating, ventilation and air conditioning controls are difficult to understand/use; are in a poor location (check all that apply):** | Fan speed control.<br>Automatic climate controls (if equipped).<br>Mode control (vent, heat, defrost, etc.). |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use.<br>Poor location. |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Operation of key fob is confusing/doesn't make sense.<br>Controls require too much effort/force to operate.<br>Controls are not easy to reach. |

| Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located | |
|---|---|
| | Controls require too much attention (must take eyes off the road) to operate. |
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |

| Operation and Functionality | |
|---|---|
| **Operation and Functionality** | Floor mats will not stay in place. |

| Lights | |
|---|---|
| **Lights** | Fog/water/condensation in exterior light lenses. |
| | Automatic high-beam headlights broken/not working. |

| Controls and Switches | |
|---|---|
| **Controls and Switches** | Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located. |

| Head restraint adjustment controls are difficult to understand/use | |
|---|---|
| **Please indicate which seat's head restraint controls are difficult to understand/use (check all that apply):** | Front passenger seat. |
| | Driver's seat. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| | Difficult to understand. |
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | Operation of key fob is confusing/doesn't make sense. |
| | Controls require too much effort/force to operate. |
| | Controls are not easy to reach. |

| Forward/backward adjustment controls are difficult to understand/use | |
|---|---|
| **Please indicate which seat's controls are difficult to understand/use (check all that apply):** | Front passenger seat. |
| | Driver's seat. |
| **Please indicate which type of seat controls are difficult to understand/use (check all that apply):** | Memory Seat Function. Useless since your side leg keeps touching them and resetting them. |
| | Power adjustment controls. |
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | Operation of key fob is confusing/doesn't make sense. |
| | Controls are not easy to reach. |
| | Controls require too much effort/force to operate. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Fuel door difficult to open/close | |
|---|---|
| **Please indicate where the fuel door trouble occurs:** | Fuel filler door. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | The cap less fuel door is a serious mistake. Dust and dirt get into the hole. You have a drain hole in the bottom and this is not a sealed compartment. Real mistake for a off road vehicle. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to close. The little plastic door comes loose and you have to figure out how to realign it and close it. It also will not stay open with any kind of wind blowing. |
| | Difficult to open. |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Height adjustment controls are difficult to understand/use. |
| | Lumbar support adjustment controls are difficult to understand/use. |
| | Recliner adjustment controls are difficult to understand/use. |
| | Seat heater controls are difficult to understand/use. |
| | Ventilated seat controls are difficult to understand/use. |
| | Head restraint adjustment controls are difficult to understand/use. |
| | Memory Seat controls are difficult to understand/use; in a poor location. |
| | Forward/backward adjustment controls are difficult to understand/use. |
| | Rear folding seat/seatback controls are difficult to understand/use. |

| Off-Road Features and Functions | |
|---|---|
| **Off-Road Features and Functions** | Issues with vehicle ground clearance. |
| | Issues with wheels and tires in off-road conditions. |

| Off-Road Features and Functions | |
|---|---|
| | Issue with wheel travel on the vehicle during off-road operation. |
| | Issues with noise or vibration during difficult driving conditions. |

| Wiper blades - front | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | Less than 10,000. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Repaired/replaced myself. |

| Issues with vehicle ground clearance | |
|---|---|
| **Trouble occurs under these surface conditions (check all that apply):** | Level Ground. |
| | Downhill. |
| | Bumpy or uneven surface. |
| | Uphill. |
| | Sideslope. |
| **Please indicate the nature of the issue you are experiencing. (check all that apply):** | The ground clearance underneath the vehicle is an issue. |
| | The ground clearance at the front of the vehicle is an issue. |
| **Please indicate on what surfaces you are experiencing issues. (check all that apply)** | Dirt/gravel roads. |
| | Off-road/wading. |
| | rocks/inclines/boulders/very rough terrain. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | You cannot use these low profile tires off road and can the rims handle the work???! |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Liftgate. Rub on right side as it comes down. Too close on right side. |
| | Front panel/grille. Parking sensor fallout. Not properly engineered to stay in with adequate holdings. |
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | 20,000-29,999. |

| About You | |
|---|---|
| **Please indicate your gender** | Male. |
| **What is your current marital status?** | Married. |
| **Primary vehicle in your household:** | 2011. |
| | GLK-Class. |
| | Mercedes-Benz. |
| | Primary Household Vehicle: Purchased New. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Please indicate your highest education level** | Graduate degree. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| | Lincoln. |
| **Please indicate your ethnicity** | [redacted] |

| Hands-Free Phone / Bluetooth system is difficult to use | |
|---|---|
| **Please indicate which system commands you were using at the time of trouble (check all that apply):** | Navigation. |
| | Satellite radio. |
| | Phone calls. |
| **Please indicate why the hands-free phone / bluetooth system is difficult to use:** | Need to wait until voice prompt is finished. |
| | Voice commands are not recognized correctly. |
| | Cannot find proper instruction to use. |
| | Operation of controls is confusing. |
| **Do you recall specific commands that you were using?** | Just about all. Must be stopped to really use well. Acts like first generation voice commands. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Navigation system is missing information. |
| | Navigation system gives wrong directions. |
| | Navigation system has incorrect information. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | Map contains incorrect information.<br>Navigation system provides wrong directions.<br>Map is missing information. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Operation of key fob is confusing/doesn't make sense.<br>Poor labeling of controls.<br>Controls require too much attention (must take eyes off the road) to operate.<br>Difficult to find feature in menu.<br>Controls are not easy to reach.<br>Controls require too much effort/force to operate.<br>Symbols and language used are difficult to understand.<br>Symbols/words/numbers on key fob are confusing/don't make sense. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location.<br>Difficult to understand.<br>Difficult to use. |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Power on/off, volume dial.<br>Radio band/mode selection controls.<br>Seek/scan/program/repeat/random/auto memory controls.<br>Navigation system controls.<br>Forward/reverse controls.<br>Track up/down controls. |

| Fog/water/condensation in exterior light lenses | |
|---|---|
| **Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):** | Passenger's side headlight.<br>Driver's side headlight. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | When the lights are on and it burns away accept in areas away from lights. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Points of Interest not well defined.<br>Navigation system freezes-up/will not work.<br>Difficulty accessing Points of Interest.<br>Navigation system works, but traffic information doesn?t work / or is difficult to understand.<br>Points of Interest incorrect.<br>Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| SD media slot is difficult to understand/use; is in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | Had to get multiple software patch to work |

| Media | |
|---|---|
| **Media** | Radio.<br>SD media slot issues.<br>AUX input issues.<br>USB connection issues. |

| Issue with wheel travel on the vehicle during off-road operation | |
|---|---|
| **Please indicate on what surfaces you are experiencing issues. (check all that apply)** | rocks/inclines/boulders/very rough terrain.<br>Dirt/gravel roads. |
| **Trouble occurs at these speeds. (check all that apply):** | When driving at very low speeds (0-10 MPH). |

| Issue with wheel travel on the vehicle during off-road operation | |
|---|---|
| | When driving at low speeds (11-20 MPH). |

| Seat Material | |
|---|---|
| **Seat Material** | Seat material concerns. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers have poor sound quality. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Other component(s) replaced (not listed previously) | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **Which other component(s) did you replace?** | The fan behind the dash. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |

| Air filter | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **Where did you take your vehicle to have the component replaced?** | Took to a different dealer than the one I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |

| Speakers have poor sound quality | |
|---|---|
| **Please indicate which media sources were being played (check all that apply):** | USB Drive.<br>CD.<br>Satellite Radio.<br>AM.<br>Bluetooth Streaming.<br>FM.<br>SD.<br>AUX. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate which speaker has trouble (check all that apply):** | All speakers in the vehicle. Go listen to a Harman kardon system. Yours are not clear, are muffled. Sounds like something from the 70s. |
| **Trouble with speaker occurs:** | At all volume levels. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command.<br>Voice Recognition feature does not have enough functions available. |

| Voice Activation System | |
|---|---|
| **Voice Activiation System** | Voice Activation System works properly, but difficult to understand/use; controls in a poor location. |

| Overview | |
|---|---|
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **Is there more than one phone paired to the vehicle?** | Yes. |
| **Connection problem happens on:** | Bluetooth connection between cell phone and the radio. |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **Additional Comments:** | Doesn't always see and connect with phone. |
| **Were you in the middle of a call?** | No. |
| **Lost connection problem happens when:** | Other: Please describe when this trouble occurs. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Fuel spills out while refueling | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Read earlier comments on fuel door. Also you can not put in an additive without a funnel. |
| **Please describe the trouble you experienced (check all that apply):** | Gas pump nozzle keeps stopping/shutting off while refueling.<br>Fuel spills out of vehicle while pumping. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Detail on High Rated Items | |
|---|---|
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | You did this perfect. Don't change. Best of any car I have used. |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | Keep making it quiet. |

| Body panels/doors misaligned/excessive gaps/poor fit | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 20,000-29,999. |
| **Please indicate the location of the trouble (check all that apply):** | Liftgate. |
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |

| Hand Brake/Parking Brake | |
|---|---|
| **Hand Brake/Parking Brake** | Hand brake/parking brake is too loose.<br>Hand brake/parking brake does not adequately hold vehicle. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Horn.<br>Alarm/anti-theft system.<br>Tire pressure monitoring system.<br>Adjustable Height Control.<br>Voice Activiation System. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Features/Controls/Displays.<br>Brake System.<br>Other.<br>Engine.<br>Off-Road.<br>Entertainment/Navigation System/Connectivity.<br>Interior Trim/Storage/Windows.<br>Seats.<br>Steering, Handling, and Ride.<br>Transmission and Drivetrain.<br>Vehicle Exterior. |

| AM/FM/HD/Satellite radio channels have poor or no reception | |
|---|---|
| **Please indicate which frequency band has trouble (check all that apply):** | FM.<br>AM. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Seat material concerns | |
|---|---|
| **Please indicate which seat has trouble with its material (check all that apply):** | Front passenger seat. Not enough foam on outside sides. Going flat on plastic. |

| Seat material concerns | |
|---|---|
| | Driver's seat. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Seat material trouble is:** | Other (please describe). |

| Fuel filler door/cap | |
|---|---|
| **Fuel filler door/cap** | Fuel cap difficult to open/close. |
| | Fuel door difficult to open/close. |
| | Fuel spills out while refueling. |

| Wiper blades - rear | |
|---|---|
| **When was the replacement made on your vehicle?** | 9-12 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Repaired/replaced myself. |
| **How much did the replacement cost?** | Under $100. |
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |

| Adjustable Height Control | |
|---|---|
| **Adjustable Height Control** | Adjustable height control works, but is difficult to understand/use. |

| Engine Components | |
|---|---|
| **Engine Components** | Air cleaner. |
| | Air filter. |

| AUX input issues | |
|---|---|
| **AUX input issues** | AUX input is difficult to understand/use; is in a poor location. |

| Vehicle Exterior Components | |
|---|---|
| **Vehicle Exterior Components** | Bumper - front. |
| | Wiper blades - front. |
| | Wiper blades - rear. |

| Navigation system works, but traffic information doesn.t work / or is difficult to understand | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | Traffic information does not display at all. |

| Hand brake/parking brake does not adequately hold vehicle | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Where does the hand brake/parking brake problem occur?** | Will not hold vehicle on a slight incline. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | When stating a name. |
| | When entering a number. |
| **What button did you use?** | Vr |
| **Please indicate which words, if any, are constantly misrecognized:** | If you are moving at all it will not work. You must be stopped and quiet-no fan. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

| Tire pressure monitoring system | |
|---|---|
| **Tire pressure monitoring system** | Tire pressure monitoring system works properly, but difficult to understand/use; in poor location. |

| Adjustable height control works, but is difficult to understand/use | |
|---|---|
| **Please describe the trouble experienced with the adjustable height controls:** | Other (please describe). The front end goes to low. Take off the gray lowest grille part. Vehicle goes down right but gray thing is too low and catches On curbs. |
| **Which height setting were you in, or trying to get into, when you experienced the trouble (check all that apply):** | Park Mode. |

| Other Components |
|---|

| Other Components | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

| Alarm/anti-theft system is broken/not working | |
|---|---|
| **Additional Comments:** | Do I have one???? |
| **Please indicate if your alarm/anti-theft system is:** | Don't know. |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Not logical to what you need. For instance where is museums |

| Roof rails are broken/not working properly | |
|---|---|
| **Please describe conditions when this trouble occurs:** | The screws you use on the top are rusting badly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Liftgate | |
|---|---|
| **Liftgate** | Abnormal squeaks/rattles/noises coming from liftgate. |
| | Liftgate is broken/not working. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Air conditioner takes too long to get cold. |

| Radio | |
|---|---|
| **Radio** | AM/FM/HD/Satellite radio channels have poor or no reception. |
| | Bluetooth streaming audio works, but is difficult to understand/use. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Controls are difficult to understand. |
| | Obstructed/interferes with other controls/objects. |
| | Controls are difficult to locate. |
| **Additional Comments:** | If you are stopping for a car that is turning it will go off sometimes. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system is difficult to use. |
| | Hands-Free Phone / Bluetooth system loses connection. |
| | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | When entering information. |
| | When stating a name. |

| USB connection is difficult to understand/use; is in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Very hard to reach. Also should have one in top glove box. |

| Roof Rails | |
|---|---|
| **Roof Rails** | Roof rails are broken/not working properly. |

| Abnormal Noises | |
|---|---|
| **Abnormal Noises** | Squeak/rattle/abnormal noises from door panels. |
| | Squeak/rattle/abnormal noises from instrument panel/dashboard. |

| Detail on Low Rated Items |
|---|

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | If you are engineering the next version come out and I will show you what to do to make this perfect. |

| Voice Recognition feature does not have enough functions available | |
|---|---|
| **Please describe additional functions you would like to have:** | More everyday talk. More of what you need. |

| Engine Driveability (stumbles/hesitates/surges) | |
|---|---|
| **Engine Driveability (stumbles/hesitates/surges)** | Engine stumbles/hesitates/surges. |

| Features/Controls/Displays>Features and Controls>Horn> | |
|---|---|
| **Horn** | Horn works properly, but is difficult to understand/use. |

| SD media slot issues | |
|---|---|
| **SD media slot issues** | SD media slot is difficult to understand/use; is in a poor location. |

| USB connection issues | |
|---|---|
| **USB connection issues** | USB connection is difficult to understand/use; is in a poor location. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM4E[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/20/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C074304351 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M274352062 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 292786198 | ***Report Version*** | 1 | ***Open Date*** | 04/10/2015 |
| ***Close Date*** | 04/10/2015 | ***Narrative Date*** | 05/06/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Dealership treatment** | 5. |
| **What is your primary language?** | English. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Features/Capabilities.<br>Manufacturer?s website.<br>Vehicle test drive.<br>Consumer Reports ratings.<br>Edmunds.<br>Kelley Blue Book.<br>Previous experience with the vehicle/brand.<br>Value for the money.<br>Price/Purchase Terms/Financing. |
| **Please tell us about the vehicle you replaced (if applicable)** | G-Class.<br>Replaced Vehicle: Purchased New.<br>2011.<br>Mercedes-Benz. |
| **Primary vehicle you were considering:** | Land Rover.<br>Primary Considered Vehicle: New.<br>2014.<br>Range Rover Evoque. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>Porsche.<br>Cayenne.<br>2012. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle in your household:** | S-Class.<br>Secondary Household Vehicle: Purchased New.<br>Mercedes-Benz.<br>2014. |
| **When considering this vehicle** | Research online.<br>Interact with dealership by phone. |
| **Vehicle availability** | 4. |
| **Vehicle quality** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **Secondary vehicle you were considering:** | Land Rover.<br>Range Rover Evoque.<br>2014.<br>Secondary Considered Vehicle: New. |
| **Trade-in allowance** | 1. |
| **Please indicate your occupation status.** | Employed. |
| **Vehicle performance** | 4. |
| **Price** | 5. |
| **Which of the following best describes the area you live in?** | Other (please specify). Middle of nowhere |
| **Please indicate your occupation.** | Owner / Proprietor. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | Quality of service |

| About You | |
|---|---|
| **Financing options** | 1. |
| **Vehicle styling** | 2. |
| **Please indicate your highest education level** | 4 year college degree. |
| **How may children 17 or under live in your household?** | 0. |
| **Ability to test drive** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 27-28 mpg. |
| **Vehicle fuel economy** | 3. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Convenience of dealership location** | 5. |
| **Please indicate your gender** | [redacted] |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **What year were you born?** | [redacted] |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ease of getting into and out of vehicle** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Navigation system route accuracy** | 3. |
| **Headlight illumination/performance during night-time driving** | 3. |
| **Seat adjustment and comfort** | 3. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Integration with phones** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **Integration with media players** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Support for popular music/video formats** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **What are your favorite parts of your new vehicle?** | Bang for the buck |
| **Brake responsiveness/effort** | 2. |
| **Clarity of sound** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Head/leg/foot room** | 3. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Interior noise level while driving** | 4. |
| **Ride quality** | 4. |
| **Engine sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Brakes and seats |

| Brakes do not have enough stopping power; brake pedal requires too much effort | |
|---|---|
| **Trouble with brakes occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | High speeds (46 MPH and above).<br>Medium speeds (26-45 MPH).<br>Low speeds (1-25 MPH).<br>All speeds. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Trouble with brakes occurs during this type of braking (check all that apply):** | Moderate braking.<br>Light braking. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Other.<br>Seats. |

| Brake Operation | |
|---|---|
| **Brake Operation** | Brakes do not have enough stopping power; brake pedal requires too much effort. |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone only. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | Na |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **What information did you need that was not included in the Smartphone Application?** | Expected access to apps |
| **Did you review the Printed User Guide?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Limited features |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | Autostart |

| Other | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe the other trouble you experienced:** | Adaptive cruise/collision warning shits down |
| **Please describe conditions when this trouble occurs:** | All |

| Detail on High Rated Items | |
|---|---|
| **You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.** | 28 mpg driving like an idiot. Great! |
| **You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.** | Efficient |
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | Fits a tall guy |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.** | They're logical |
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | Easy and simple |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | Higher quality than expected |
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | Love the easy entry function |
| **You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.** | Functional |
| **You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.** | It's way cheaper than most of my cars and has all the features I want. |
| **You rated integration with media players High. Use this space to provide any specific comments you would like to share.** | Really don't use one |
| **You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.** | Didn't have to suffer too much to figure it out |
| **You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.** | Great tranny |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | I called and they delivered the next day. Simple enough. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | I wish jeep offered premium service. |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | It's a diesel. It just sounds crappy. I just want quiet. |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | It's a diesel. It sounds crappy. I just want quiet. |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | It's fine for what it is |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Made the vehicle accommodate someone 6'6" tall. |
| **Feedback/Concerns:** | Don't send me surveys |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | I want my cruise to work right. Offer premium service. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG4EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/02/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6015420197 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K030461306 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 292786885 | ***Report Version*** | 1 | ***Open Date*** | 04/24/2015 |
| ***Close Date*** | 05/05/2015 | ***Narrative Date*** | 05/06/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Integration with phones** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Support for popular music/video formats** | 4. |
| **Interior noise level while driving** | 4. |
| **Safety and visibility while driving** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Integration with media players** | 4. |
| **Engine exhaust sound** | 4. |
| **Clarity of sound** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |

### Welcome

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | No. |
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Please let us know why you have not referred to the Owner's Manual? (check all that apply)** | Have not referenced the owner?s manual because the features of my vehicle are easy to understand and use. |
| **Have you requested a paper version of the owner manual?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | No. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Instrument panel illumination/warning/indicator lights broken/not working | |
|---|---|
| **Please describe in the box below where on the instrument panel/dashboard the trouble with broken/damaged materials is located:** | Front warning system to BRAKE goes off periodically with no danger or cars in front of you. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Other than this, we are very happy with the vehicle, as we have been with the two other Jeeps we have owned. Dealer has always been great to deal with. |
| **Feedback/Concerns:** | I do wish this issue could be resolved, but both the dealer and us are at a loss as to why it is happening. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Instrument panel illumination/warning/indicator lights broken/not working. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT8F[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/01/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6275411044 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M237446119 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 292787206 | ***Report Version*** | 1 | ***Open Date*** | 04/24/2015 |
| ***Close Date*** | 05/05/2015 | ***Narrative Date*** | 05/06/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Brake responsiveness/effort** | 1. |
| **Fuel economy and driving range** | 2. |
| **Engine exhaust sound** | 3. |
| **What is your attitude overall towards your new car?** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Ease of getting into and out of vehicle** | 4. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Interior noise level while driving** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Navigation system route accuracy** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Brakes, warning system |
| **What are your favorite parts of your new vehicle?** | None |
| **Integration with media players** | 2. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Integration with phones** | 3. |
| **Safety and visibility while driving** | 3. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Clarity of sound** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Ease of using system displays while driving** | 3. |
| **Exterior design and appearance (overall impression)** | 3. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Head/leg/foot room** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |

## About You

| | |
|---|---|
| **Please indicate your ethnicity** | [redacted]. |
| **Primary vehicle in your household:** | Equinox.<br>2013.<br>Chevrolet.<br>Primary Household Vehicle: Purchased New. |
| **Please tell us about the vehicle you replaced (if applicable)** | Nissan.<br>Replaced Vehicle: Purchased New.<br>Altima.<br>2012. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Primary vehicle you were considering:** | Tahoe.<br>2014.<br>Primary Considered Vehicle: New.<br>Chevrolet. |
| **Which of the following best describes the area you live in?** | Urban. |
| **What year were you born?** | USA |
| **How may children 17 or under live in your household?** | 1-2. |
| **Financing options** | 1. |
| **Vehicle performance** | 1. |
| **Price** | 3. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Dealership information.<br>Manufacturer?s website.<br>Vehicle test drive. |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **Please indicate your gender** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Ability to test drive** | 1. |
| **Vehicle fuel economy** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Convenience of dealership location** | 2. |
| **Secondary vehicle you were considering:** | Chevrolet.<br>Tahoe.<br>Secondary Considered Vehicle: New. |
| **What is your current marital status?** | [redacted]. |
| **Please indicate your occupation.** | Sales Work. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership.<br>Research online. |
| **Vehicle availability** | 3. |
| **What price did you pay for your vehicle?** | Too much |
| **Trade-in allowance** | 1. |
| **Dealership treatment** | 1. |
| **Vehicle quality** | 1. |
| **Vehicle styling** | 1. |

## Wind Noise

| | |
|---|---|
| **Wind Noise** | Excessive wind noise. |

## Garage door opener broken/not working

| | |
|---|---|
| **Please indicate if your garage door opener is:** | Factory installed. |
| **Please describe the trouble you experienced:** | Works intermittent |

## Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Vehicle Exterior.<br>Interior Climate Control.<br>Brake System. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Front heating, ventilation and air conditioning vents are broken/not working. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Garage door opener. |

| Front heating, ventilation and air conditioning vents are broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which control is broken/not working properly (check all that apply):** | Fan speed control. always on low |

| Overview | |
|---|---|
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Did you review the Printed User Guide?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | No, coordinating with next maintenance visit (such as oil change). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Detail on High Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Braking=questionable. Parking and inanimate object warning not acceptable. |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | Difficult to find good adjustment |
| **You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.** | no problems thus far |
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | ok |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | ok |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | OK. Poor economy |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | Seats ok |
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | good sound |
| **You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.** | ok |
| **You rated ride quality High. Use this space to provide any specific comments you would like to share.** | As expected. |
| **You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.** | Could not set seat air conditioning. too low |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | ok |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | ok--as expected |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | Sounds good. Exhaust should refect thepower availale. |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | As expected. BUT----braking worse than expected. |
| | ok |

| Detail on High Rated Items | |
|---|---|
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | |
| **You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.** | Ok--as expected. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Cheap or poor warning when passing fixed median or other non threat obstacle. |
| **You rated brake responsiveness/effort Low. Use this space to provide any specific comments you would like to share.** | Vehicle seems to run too far when brake is applied. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Poor warning system. Need to replace or adjust. |
| **What has Chrysler done right?** | Power |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Vehicle warning system for objects while driving. [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Excessive wind noise | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Audible indicator sound is not loud enough. Sounds like a rattle, not an alarm<br>Other (please describe). Does not work until too late |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Garage door opener | |
|---|---|
| **Garage door opener** | Garage door opener broken/not working. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT0EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/24/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6016310578 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M345207752 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 292864729 | ***Report Version*** | 1 | ***Open Date*** | 05/07/2015 |
| ***Close Date*** | 05/07/2015 | ***Narrative Date*** | 05/08/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Detail on Low Rated Items

| | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | already explained |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | the automatic braking and the blind spot where the outside mirror is |
| **Clarity of sound** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **What are your favorite parts of your new vehicle?** | It's a Jeep..I feel safe |
| **Brake responsiveness/effort** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Integration with media players** | 5. |
| **Interior noise level while driving** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |

### About You

| | |
|---|---|
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Secondary vehicle in your household:** | 1981. |

## About You

| | |
|---|---|
| | Mercedes-Benz. |
| | 240 Series. |
| | Secondary Household Vehicle: Purchased New. |
| **Please indicate your gender** | [redacted] |
| **Please indicate your occupation status.** | Retired. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your primary language?** | English. |
| **Please indicate your ethnicity** | [redacted] |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New. |
| | Tesla. |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **What is your current marital status?** | [redacted]d. |
| **What is your total household income (before taxes)?** | More than $200,000. |

## Overview

| | |
|---|---|
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Other (please explain further, if applicable). I thought it was built into the car for safety....actually thought of trading in my new car....love Jeeps |
| **Please explain further about your choice to recommend your vehicle:** | I find the heavy panel from the windshield to the door...with the rear view mirror....creates a blind spot...but I have had 5 jeeps and love them |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |

## Other

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please describe the other trouble you experienced:** | when I approach a car the BRAKE and warning comes on too often...sometimes slamming on the brakes quite violently...once because there was a car on my left side...no one in front |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

## Welcome

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |

## Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Brake System. |
| | Other. |

## Detail on High Rated Items

| | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | love the engine power...and the ride |

## What Can We Do Better?

| | |
|---|---|
| **What has Chrysler done right?** | made a great , sporty car even for old people like me |

## Contact Me

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM8EC3[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 11/12/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C113306704 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M228312587 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 293115205 | ***Report Version*** | 1 | ***Open Date*** | 05/11/2015 |
| ***Close Date*** | 05/11/2015 | ***Narrative Date*** | 05/12/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Hands-Free Phone / Bluetooth system voice activation doesnt recognize command

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe when this trouble occurs:** | When stating a name. |
| **What button did you use?** | Voice command. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |

### Seat Squeak/Rattle

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Trouble occurs under these surface conditions (check all that apply):** | Bumpy or uneven surface. bridge trasitions |
| **Please indicate which seat has a squeak/rattle (check all that apply):** | Driver's seat. |
| **Seat Squeak/Rattle** | Seat Squeak/Rattle. |

### Adjustable height control is broken/not working

| | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **Which height setting were you in, or trying to get into, when you experienced the trouble (check all that apply):** | Aero Mode. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |

### Features and Controls

| | |
|---|---|
| **Features and Controls** | Wipers and washers.<br>Active Suspension System.<br>Adjustable Height Control.<br>Cruise control system.<br>Door locks/key fob entry system.<br>Garage door opener. |

### Welcome

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

### Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call

| | |
|---|---|
| **Does the issue occur when speaking at regular volume?** | Yes. |
| **Sound quality is poor: (check one)** | For the receiver of the call. |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **At other times during use does your phone have poor call quality?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Seat material is sagging/loose/parting seams

| | |
|---|---|
| **Please indicate which seat is sagging/loose/parting seams (check all that apply)** | Driver's seat. Rattling and clicking under driver seat when traversing bumps on highway. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Seats. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| | Transmission and Drivetrain. |
| | Interior Trim/Storage/Windows. |
| | Steering, Handling, and Ride. |
| | Entertainment/Navigation System/Connectivity. |
| | Features/Controls/Displays. |
| | Vehicle Exterior. |

| Engine Power | |
|---|---|
| **Engine power** | Engine power is less than expected. |

| Seat material concerns | |
|---|---|
| **Please indicate which seat has trouble with its material (check all that apply):** | Front passenger seat. Bolster is sagging and there is large wave the front edge of the seat. |
| | Driver's seat. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **Seat material trouble is:** | Seat material sags/wrinkles or is loose fitting/unsecured. |

| Garage door opener | |
|---|---|
| **Garage door opener** | Garage door opener broken/not working. |

| Key fob entry system works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate why the key fob entry system controls are difficult to understand/use; layout is poor (check all that apply):** | Key fob buttons difficult to operate. When locking the doors with the button on the door handle half the time the doors lock then unlock. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. Would like to be able to unlock driver door with one touch and all doors with second touch. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which navigation system item has trouble (check all that apply):** | Map contains incorrect information. Has not been updated to show road constructed in the past 16 months. |
| **Additional Comments:** | When using the navigation by POI/Brand name and multiple results are displayed with a distance. Many times having only a distance does not provide enough distinction to discern where the location is. This leads to a trial and error process that is time consuming. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe when this trouble occurs:** | When stating a name. |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Seat heater controls are difficult to understand/use. |

| Seat Material | |
|---|---|
| **Seat Material** | Seat material concerns. |
| | Seat material is sagging/loose/parting seams. |

| Cruise control system works properly, but difficult to understand/use; controls in a poor location | |
|---|---|
| **Please indicate why the cruise control system controls are difficult to understand/use; are in a poor location (check all that apply):** | Symbols/words/numbers on key fob are confusing/don't make sense. When adaptive cruise is active, I with the display would differentiate between a vehicle being detected and the vehicle speed being actively adapted. |
| | Other (please describe). Buttons on steering wheel must be pressed hard to activate. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | iPhone 4s |
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **If known, please tell us your software version** | iOS 8.1 |
| **Please choose your cell phone brand** | Apple. |
| **Entertainment/Navigation System/Connectivity** | none |

| Cruise control system is broken/not working |
|---|

| Cruise control system is broken/not working | |
|---|---|
| **Additional Comments:** | When mentioned to the service department they had no input on the situation. |
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | Adaptive Cruise Control (ACC) allows too much distance between vehicles. Would like to be slightly closer for aerodynamic efficiency at highway speeds.<br>Adaptive Cruise Control (ACC) is affected by vehicles in other landes. Vehicles pulling into other lane but close to the line can cause aggressive braking.<br>Speed Resume function does not work properly. Upon press of button cruise will cancel itself and beep while displaying a message for a short time. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Engine power is less than expected | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?** | No. |
| **Trouble occurs while vehicle is (check all that apply):** | Accelerating. Highway passing speeds. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Active Suspension System | |
|---|---|
| **Active Suspension System** | Active suspension system is broken/not working. |

| Center console has gaps/poor fit | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe in the box below where on the center console the trouble with excessive gaps/poor fit of materials is located:** | Door at bottom of center stack has an uneven gap at the bottom. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Body panels/doors misaligned/excessive gaps/poor fit. |

| Appearance | |
|---|---|
| **Appearance** | Center console has gaps/poor fit. |

| Cruise control system | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working.<br>Cruise control system works properly, but difficult to understand/use; controls in a poor location. |

| Seat heater controls are difficult to understand/use | |
|---|---|
| **Please indicate which seat has trouble (check all that apply):** | Driver's seat.<br>Front passenger seat. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | Other (please describe). High heat is reduced to low after too short a time. |

| Fog/water/condensation in exterior light lenses | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Cool nights after a warm humid day. |
| **Please indicate which exterior light lenses have fog/water/condensation in them (check all that apply):** | Driver's side headlight.<br>Passenger's side tail light. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |

| Check Engine light indicated trouble | |
|---|---|
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Please describe conditions when this trouble occurs:** | Failed catalytic converter. |

| Check Engine light indicated trouble | |
|---|---|
| **Additional Comments:** | Replaced under warranty. |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **Did you also experience an engine performance issue while the "Check Engine" light was on?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Was the "Check Engine" light your first indication there was trouble?** | Yes. |

| Rear window wiper/washer controls work properly, but difficult to understand/use; in poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. The intermittent speed setting has too high of a frequency. |

| Body panels/doors misaligned/excessive gaps/poor fit | |
|---|---|
| **Please indicate the location of the trouble (check all that apply):** | Driver's side front door. Edge of door protrudes out from flush with rear door. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

| Garage door opener broken/not working | |
|---|---|
| **Please indicate if your garage door opener is:** | Factory installed. |
| **Please describe the trouble you experienced:** | Range is limited, may time we must be within 10' of the door. |

| Fuel spills out while refueling | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Fuel spills out of vehicle while pumping. Any additional fuel addition after initial click of pump. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | When fueling. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Fuel filler door/cap | |
|---|---|
| **Fuel filler door/cap** | Fuel spills out while refueling. |

| Adjustable Height Control | |
|---|---|
| **Adjustable Height Control** | Adjustable height control is broken/not working. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system has poor sound quality at far end.<br>Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Door locks/key fob entry system | |
|---|---|
| **Door locks/key fob entry system** | Key fob entry system works properly, but is difficult to understand/use. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

| Active suspension system is broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe the trouble experienced with the active suspension system:** | Service Air Suspension Immediately. |
| **Additional Comments:** | Vehicle currently in off highway status waiting for parts. |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |

| Engine Exhaust System | |
|---|---|
| **Engine exhaust system** | Exhaust system troubles. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Other (please describe). Does not always read message. |
| **Additional Comments:** | |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| | Would be great if the phone end/hangup button on the steering wheel would clear the text message pop up on the main screen. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Electronic Engine Controls (Check Engine) | |
|---|---|
| **Electronic Engine Controls ('Check Engine')** | "Check Engine" light indicated trouble. |

| Lights | |
|---|---|
| **Lights** | Fog/water/condensation in exterior light lenses. |

| Wipers and washers | |
|---|---|
| **Wipers and washers** | Rear window wiper/washer controls work properly, but difficult to understand/use; in poor location. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 07/31/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6201310614 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K207361424 | |
| ***Color*** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 293235158 | ***Report Version*** | 1 | ***Open Date*** | 05/13/2015 |
| ***Close Date*** | 05/13/2015 | ***Narrative Date*** | 05/14/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | choice of voices for navigation system, |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | adaptive cruise control, blind spot warning, satellite radio, rear side collision warning, vented seats, smooth and quiet, bad weather/offroad capability, fuel economy, luxury features |
| **Ease of using system displays while driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine performance during acceleration** | 5. |
| **Engine exhaust sound** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Appearance of exterior paint** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Clarity of sound** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |

### Detail on High Rated Items

| | |
|---|---|
| **You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.** | I like the illumination of the door handles, window and door lock controls, map compartments, cup holders and start button. |

| Detail on High Rated Items | |
|---|---|
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | I was very disappointed when shopping in the summer of 2013 that the 2014 Jeep colors did not include Inferno Red Crystal Pearl nor Bright Chrome Silver. However, my so-called Billet Silver paint is in excellent condition. |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | I wondered if I would feel the car was under powered, since my previous Grand Cherokee had a 5.7 liter V-8. However, so far I have not felt that I needed more acceleration that is available. |
| **You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.** | Again, very quiet. |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | I don't believe a luxury car would be quieter. |
| **You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.** | I-sometimes--appreciate the system's trying to route me around traffic delays, but would find an alert that this is being done very helpful. I would also prefer a range of voices from which to choose. |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.** | Not a new feature, but I really appreciate the paddles 4 downshifting on steep hill descents. |
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | The Quadra Lift feature is a great help with this. |
| **You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.** | This was another reason I purchased a 2014 model. I wanted the 8 - speed electric transmission. |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | he automatic dimming feature works well. If anything, it is too sensitive. The lights dim when striking a reflective object. (This happens often when rounding curves in residential areas as the lights encounter house windows.) |
| **You rated engine sound High. Use this space to provide any specific comments you would like to share.** | I was referring to the very quiet nature of the engine |
| **You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.** | This is why I took the plunge on a new 2014 model. I wanted all of the special safety features. I was annoyed that in order to get the Technology Package which contains those I had to also order the much more expensive luxury package, but I have to admit that I have enjoyed the features you came with that as well. |
| **You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.** | I am getting 16 miles per gallon in the city and 24 plus miles per gallon in highway driving. I love the fact that with the 25 gallon fuel tank I have a 600 mile range. |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | I like the sleek look of the front. However, a part of me misses the classic Jeep round headlights. |

| About You | |
|---|---|
| **How may children 17 or under live in your household?** | 0. |
| **Secondary vehicle in your household:** | 2012. |
| | Secondary Household Vehicle: Purchased Used. |
| | Cadillac. |
| | CTS Sedan. |
| **Primary vehicle in your household:** | 2014. |
| | Primary Household Vehicle: Purchased New. |
| | Jeep. |
| | Grand Cherokee. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **What year were you born?** | 1[redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your primary language?** | English. |
| **Please indicate your occupation.** | Other. |
| **Please indicate your highest education level** | PhD. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your occupation status.** | Retired. |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **Please indicate the primary driver's age.** | [redacted] |

| Other component(s) replaced (not listed previously) | |
|---|---|
| **Approximately how many miles were on the vehicle at that time?** | 10,000-19,999. |

| Other component(s) replaced (not listed previously) | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **When was the replacement made on your vehicle?** | 12-18 months into ownership. |
| **Where did you take your vehicle to have the component replaced?** | Took to the dealer I purchased my vehicle from. |

| Other | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please describe conditions when this trouble occurs:** | last visit to a dealer about this problem seems to have fixed it. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe the other trouble you experienced:** | Forward collision warning system did not function for some time. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Overview | |
|---|---|
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer.<br>Took to the dealer I purchased my vehicle from. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Other Components | |
|---|---|
| **Other Components** | Other component(s) replaced (not listed previously). |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 20,000-29,999. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | My previous Grand Cherokee, a 2006 model which I purchased in 2008, developed many serious problems around the 90,000 mile mark. I spent about $4,000 for work at two different establishments that spring, and later in that summer traded the car in on a new model. |
| **What has Chrysler done right?** | Apparently a lot, from my perspective. Despite the issue described above this is my fourth consecutive Grand Cherokee. I like their combination of offroad capability with luxurious highway driving. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Other. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG3F[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/27/2015 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6049521807 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K056563438 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 293235397 | ***Report Version*** | 1 | ***Open Date*** | 05/13/2015 |
| ***Close Date*** | 05/13/2015 | ***Narrative Date*** | 05/14/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | size of vehicle |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2011.<br>RX 350.<br>Lexus.<br>Replaced Vehicle: Purchased New. |
| **Price** | 4. |
| **Please indicate your occupation status.** | Employed. |
| **Primary vehicle in your household:** | Toyota.<br>FJ Cruiser.<br>Primary Household Vehicle: Purchased New. |
| **Primary vehicle you were considering:** | Yukon.<br>GMC.<br>Primary Considered Vehicle: New. |
| **What price did you pay for your vehicle?** | 56K |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What is your current marital status?** | [redacted]. |
| **Please indicate your occupation.** | Owner / Proprietor. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Price/Purchase Terms/Financing.<br>Features/Capabilities. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Please indicate your ethnicity** | [redacted] |
| **What is your primary language?** | English. |
| **When considering this vehicle** | Interact with dealership by email. |
| **Which of the following best describes the area you live in?** | Suburban. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Clarity of sound** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Engine exhaust sound** | 5. |
| **Integration with phones** | 3. |
| **Fuel economy and driving range** | 3. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | gear shift, touch screen, storage, blue ray player location, cd player |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Navigation system route accuracy** | 4. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Vehicle storage and space usage** | 1. |
| **Integration with media players** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **Climate control operation (function and ease of use)** | 3. |
| **Support for popular music/video formats** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Appearance of exterior paint** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What are your favorite parts of your new vehicle?** | that the heated seats and wheel come on automatically and that it's able to pull that much weight |
| **Ease of using system displays while driving** | 3. |
| **Seat adjustment and comfort** | 3. |
| **Steering wheel adjustment** | 3. |
| **Head/leg/foot room** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location.<br>Clock broken/not working.<br>Outside temperature gauge works properly, but is difficult to understand/use; controls/displays are in a poor location. |

| Overview | |
|---|---|
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings.<br>Car and Driver. |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Please explain further about your choice to recommend your vehicle:** | No one is ever going to love every single thing about a vehicle. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Other (please explain further, if applicable). Dealer can't fix most items I don't like. The issue I'm having with the vehicle not shutting down properly will be discussed with dealer when I get a better handle on what's going on. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | No. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

| Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Controls are not easy to reach. have to lean forward<br>Controls require too much effort/force to operate. have had to touch screen twice many times<br>Controls are not sensitive enough. have to hit multiple times<br>Difficult to find feature in menu. can't think of what off hand but this has been an issue a few times<br>Touchscreen is slow to respond. have to hit multiple times |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Settings. have had trouble finding how to make changes to things<br>Power on/off, volume dial. haven't figured out how to get radio volume on the steering wheel |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. I have to lean forward and reach to get to screen and have to actually hit it a few times |

| Rear seat entertainment system audio/controls/menus/video are difficult to understand/use; are in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to understand. my [redacted] year old has problems using this system. She has had a system in every vehicle we have had and been able to operate with ease.<br>Poor location. absolutely hate the location of this system. It takes up the entire storage compartment in the center console. On my lexus each headset has it's own player that is accessed right on it. the system can be used alone or both together. |
| **Please indicate which rear seat audio/controls/menus/video are difficult to understand/use, or are in a poor location (check all that apply):** | Other (please describe). don't like this system being in the console. don't like that you have to use the remote to control system either.<br>Video screen controls. not sure, my daughter just complains |
| **Additional Comments:** | not sure just isn't as user friendly as most |

| Horn works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. you can't just do a quick beep beep |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much effort/force to operate. you can't just do a quick beep beep |

| Rear seat entertainment DVD/Blu-Ray player | |
|---|---|
| **Rear seat entertainment DVD/Blu-Ray player** | DVD/Blu-Ray player disc loading trouble. |

| Garage door opener works properly, but is difficult to understand/use; controls in a poor location | |
|---|---|
| **Please indicate if your garage door opener is:** | Factory installed. |
| **Please describe conditions when this trouble occurs:** | just connecting it to your home garage door |
| **Please describe the trouble you experienced:** | user manual not user friendly. this took longer to connect to than any other can we have purchased |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | lots |
| **Feedback/Concerns:** | Would love to discuss some of these concerns with someone |

| Detail on High Rated Items | |
|---|---|
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | not my thing but my husband says it's good |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | works well |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | i like all the bells and whistles on my vehicles. this has some nice ones that allow me to be comfortable in a vehicle that allows me to pull a lot of weight and still be my daily driver |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | has great acceleration when needed |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | i think it's a good looking vehicle |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | good looking vehicle. my husband has complained about when you open the door that area is large and he says will get your pants dirty when you get in and out since it's so large it will catch dirty stuff |

| DVD/Blu-Ray player disc loading trouble | |
|---|---|
| **Additional Comments:** | HATE LOCATION |

| Other | |
|---|---|
| **Please describe the other trouble you experienced:** | I have many likes on the vehicle. The dislikes are as follows: HATE gear shifter. HATE Blue Ray player location, Hate lack of storage in front of vehicle, HATE single disc, do not like the touch screen |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location | |
|---|---|
| **Additional Comments:** | just don't like location |
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location. just don't like |
| **Please indicate which feature's controls are difficult to understand/use (check all that apply):** | Windshield wipers. just don't like |
| **Please indicate which feature's controls are in a poor location (check all that apply):** | Windshield wipers. just don't like location |

| Garage door opener | |
|---|---|
| **Garage door opener** | Garage door opener works properly, but is difficult to understand/use; controls in a poor location. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays.<br>Other.<br>Interior Trim/Storage/Windows. |

| Rear Seat Entertainment | |
|---|---|
| **Rear Seat Entertainment** | Rear seat entertainment system difficult to understand/use.<br>Rear seat entertainment DVD/Blu-Ray player.<br>Rear seat entertainment system audio/controls/menus/video. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Wipers and washers.<br>Alarm/anti-theft system.<br>Ignition switch.<br>Garage door opener.<br>Horn. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **If known, please tell us your software version** | lollipop |
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please choose your cell phone brand** | Samsung. |
| **Please tell us your cell phone model** | Galaxy S4 |

| Heating, ventilation and air conditioning doesnt maintain desired temperature | |
|---|---|
| **Additional Comments:** | not sure of problem. I should be able to set temp on panel for inside car and car maintain that temp. It does not. I have to adjust the fan in order to get the vehicle to cool down. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | thought it had been turned off until one day it almost got me in a wreck when it put the brakes on for me. |
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Other (please describe). super annoying |

| Clock broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Please indicate what type of trouble was experienced with the clock (check all that apply):** | Clock runs fast/slow. time was off. I had to set manually to get it correct. |
| **Please describe conditions when this trouble occurs:** | it only happened once |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

| Ignition switch broken/not working |
|---|

| Ignition switch broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | think I have vehicle turned off and it's not completely shut down |
| **Please indicate what type of trouble was experienced with the ignition switch (check all that apply):** | Other (please describe). have had the vehicle stay on after i've turned it off |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Media | |
|---|---|
| **Media** | CD. |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | interior design [redacted] 7 AM - 8 PM CST M-F |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Detail on Low Rated Items | |
|---|---|
| **You rated vehicle storage and space usage Low. Use this space to provide any specific comments you would like to share.** | it just doesn't have enough storage. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | storage, cd player, shifter |

| Outside temperature gauge works properly, but is difficult to understand/use; controls/displays are in a poor location | |
|---|---|
| **Please describe conditions when this trouble occurs:** | nothing is wrong with it it's just confusing with the inside temp I guess. I think it's in a poor location |

| Fan/blower makes excessive noise | |
|---|---|
| **Please describe conditions when this trouble occurs:** | only because i have to keep fan adjusted higher to keep car cool |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe when the fan/blower noise occurs (check all that apply):** | Other (please describe). not at low speeds |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please describe the fan/blower noise (check all that apply):** | Other (please describe). not sure, just loud. I have to adjust the fan in order to keep vehicle cool enough. fan is just loud in my opinion. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Fan/blower makes excessive noise.<br>Heating, ventilation and air conditioning doesn't maintain desired temperature. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

| Ignition switch | |
|---|---|
| **Ignition switch** | Ignition switch broken/not working. |

| Rear seat entertainment system difficult to understand/use | |
|---|---|
| **Additional Comments:** | have never purchased a vehicle in this price range that only had the ability to play one disc. this is a major annoyance to me. |

| Features/Controls/Displays>Features and Controls>Horn> | |
|---|---|
| **Horn** | Horn works properly, but is difficult to understand/use. |

| Rear seat entertainment system audio/controls/menus/video | |
|---|---|
| **Rear seat entertainment system audio/controls/menus/video** | Rear seat entertainment system audio/controls/menus/video are difficult to understand/use; are in a poor location. |

| Wipers and washers | |
|---|---|
| **Wipers and washers** | Windshield wiper/washer controls work properly, but difficult to understand/use; in a poor location. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBMXEC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/29/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C037301631 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M192389330 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 5[redacted] | ***System Key*** | 293435208 | ***Report Version*** | 1 | ***Open Date*** | 05/16/2015 |
| ***Close Date*** | 05/16/2015 | ***Narrative Date*** | 05/18/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Overview

| | |
|---|---|
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Did you review the Printed User Guide?** | Yes. |
| **Was there information needed that was not included in the User Guide?** | Need more information on how to work the heating / cooling controls, and what does 'Automatic' mean |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | Need more information on how to work the heating / cooling controls, and what does 'Automatic' mean |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | Need to iron out some quality issues. I've had 2 new Cherokees now - the first one had to have the cylinder head replaced; the current one has a catalytic converter fault and an FCW issue |
| **Printed User Guide covers the necessary features** | 2 (disagree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). Don't want to subscribe |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |

### About You

| | |
|---|---|
| **Vehicle styling** | 5. |
| **Primary vehicle you were considering:** | A4. |
| | Primary Considered Vehicle: New. |
| | Audi. |
| | 2014. |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Features/Capabilities. |
| | Internet research. |
| | Manufacturer?s website. |
| | Dealership information. |

## About You

| | |
|---|---|
| | Price/Purchase Terms/Financing. |
| | Value for the money. |
| | Vehicle test drive. |
| | Previous experience with the vehicle/brand. |
| | Recommendations from friends or family. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased New. |
| | 2011. |
| | Grand Cherokee. |
| | Jeep. |
| **Primary vehicle in your household:** | Subaru. |
| | Primary Household Vehicle: Purchased New. |
| | Impreza Wagon. |
| | 2011. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What year were you born?** | 1968 |
| **Convenience of dealership location** | 3. |
| **Dealership treatment** | 4. |
| **Vehicle quality** | 4. |
| **Financing options** | 3. |
| **When considering this vehicle** | Test drive the vehicle. |
| | Visit the dealership. |
| | Research online. |
| **Vehicle availability** | 3. |
| **Trade-in allowance** | 3. |
| **Price** | 5. |
| **Vehicle performance** | 5. |
| **Vehicle fuel economy** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Please indicate your highest education level** | PhD. |
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 25-26 mpg. |
| **Ability to test drive** | 3. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What price did you pay for your vehicle?** | 35k |

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **Ease of using system displays while driving** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine performance during acceleration** | 3. |
| **Navigation system route accuracy** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Clarity of sound** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **What is your attitude overall towards your new car?** | 5. |
| **Engine sound** | 3. |
| **Support for popular music/video formats** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Fuel economy and driving range** | 4. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Integration with phones** | 2. |
| **Climate control operation (function and ease of use)** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Integration with media players** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Interior noise level while driving** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Other. |

| Other | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | Alarm will sound when going under overpasses, and then will switch the FCW off |
| **Please describe the other trouble you experienced:** | Front radar warning / collision system |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Generally a good product (I am a repeat purchaser) |
| **Feedback/Concerns:** | Quality concerns |

| Check Engine light indicated trouble | |
|---|---|
| **Additional Comments:** | The dealer is also not sure what the issue is ... they are replacing the catalytic converter |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Did you also experience an engine performance issue while the "Check Engine" light was on?** | No. |
| **Was the "Check Engine" light your first indication there was trouble?** | Yes. |
| **Please describe conditions when this trouble occurs:** | No specific conditions |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |

| Electronic Engine Controls (Check Engine) | |
|---|---|
| **Electronic Engine Controls ('Check Engine')** | "Check Engine" light indicated trouble. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Phone integration poor - frequently will not recognize my voice and dial other numbers. Also need quality comments in previous parts of this survey |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT6EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 01/24/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6007310524 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M349208220 | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 293605172 | ***Report Version*** | 1 | ***Open Date*** | 05/19/2015 |
| ***Close Date*** | 05/19/2015 | ***Narrative Date*** | 05/20/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Contact Me

| | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 8[redacted] talk about avoidance control system |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Additional Comments:** | In either setup the braking system doesn't activate strongly enough |
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Other (please describe). System activates easily a head of time in city situations but react perfectly on the highway.... |

### What Can We Do Better?

| | |
|---|---|
| **What has Chrysler done right?** | Lots of this on the car are perfect the Avoid control system needs tweaking |
| **Feedback/Concerns:** | For details call me [redacted] |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Integration with phones** | 3. |
| **Vehicle storage and space usage** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |

| Overview | |
|---|---|
| **Was the trouble resolved to your satisfaction?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone only. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer. Rockville sc |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| About You | |
|---|---|
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 20,000-29,999. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG1EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 07/15/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6186311415 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K193363306 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 293605191 | ***Report Version*** | 1 | ***Open Date*** | 05/19/2015 |
| ***Close Date*** | 05/19/2015 | ***Narrative Date*** | 05/20/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **Please tell us your cell phone model** | g2 |
| **Please choose your cell phone brand** | LG. |
| **Please choose your cell phone carrier** | AT&T Mobile. |

### About You

| | |
|---|---|
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Did you purchase or lease your vehicle?** | Purchase. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Navigation system route accuracy** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Integration with phones** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Interior noise level while driving** | 3. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Integration with media players** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Clarity of sound** | 3. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Engine sound** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 3rd Gear.<br>6th Gear.<br>1st Gear.<br>2nd Gear.<br>5th Gear.<br>4th Gear. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Braking.<br>Hard acceleration.<br>City driving/stop-and-go traffic. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Not sure. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Hesitation or delay when shifting between gears | |
|---|---|
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 4th Gear.<br>5th Gear.<br>6th Gear.<br>7th Gear. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Hard acceleration. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Not sure. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Shifts at wrong times | |
|---|---|
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Braking.<br>Coasting (no gas pedal applied). |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 2nd Gear.<br>1st Gear. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |

| SD media slot is broken/not working | |
|---|---|
| **Where is the location of the media port?** | Center console. |
| **Please describe the trouble you experienced (check all that apply):** | Other (please describe). Just freezes |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| USB connection is broken/not working | |
|---|---|
| **Where is the location of the media port?** | Center console. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please indicate if you are able to do either of the following (check all that apply):** | Charge devices. |
| **Please describe the trouble you experienced (check all that apply):** | Other (please describe). It freezes |

| Front Doors | |
|---|---|
| **Front Doors** | Front doors are difficult to open/close. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Hesitation or delay when shifting between gears.<br>Shift between gears is rough/harsh under normal driving conditions.<br>Shifts at wrong times. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Other.<br>Transmission and Drivetrain.<br>Entertainment/Navigation System/Connectivity.<br>Vehicle Exterior. |

| Air from vents smells moldy/stale | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate when the odor/smell is present (check all that apply):** | Odor is only noticeable when the air conditioner is used.<br>Odor/smell is noticeable for only a short time after air conditioner/heater/defroster is turned on. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe when this trouble occurs:** | When other people in the car are talking.<br>When stating a name.<br>When there is outside noise or the blower is on. |

| Front doors are difficult to open/close | |
|---|---|
| **Please indicate which door is difficult to open/close (check all that apply):** | Passenger's side front door.<br>Driver's side front door. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to close. Need to close little hard |

| Entertainment/Navigation System/Connectivity Components | |
|---|---|
| **Entertainment/Navigation System/Connectivity Components** | Radio/CD player/CD changer. |

| Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | Navigation system controls.<br>Audio controls (bass, treble, fade, balance, etc.).<br>Radio band/mode selection controls. |
| **Additional Comments:** | It just freezes. happened 7-8 times. |

| Radio/CD player/CD changer | |
|---|---|
| **How much did the replacement cost?** | Under $100. |
| **Where did you take your vehicle to have the component replaced?** | Took to a different dealer than the one I purchased my vehicle from. |
| **Approximately how many miles were on the vehicle at that time?** | 20,000-29,999. |
| **When was the replacement made on your vehicle?** | 18-24 months into ownership. |

| Odor/smell | |
|---|---|
| **Odor/smell** | Air from vents smells moldy/stale.<br>Unpleasant interior smell/odor. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working. |

| Excessive wind noise | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Excessive wind noise | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate the location of the wind noise (check all that apply):** | Driver's side front door window.<br>Passenger's side front door. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work. |

| Media | |
|---|---|
| **Media** | SD media slot issues.<br>USB connection issues. |

| Navigation system freezes-up/will not work | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| USB connection issues | |
|---|---|
| **USB connection issues** | USB connection is broken/not working. |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | It's rugged. Poweful and capable to handle any terrain |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Other (please explain further, if applicable). i took to the dealers, they simply say did software update. nothing works |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Off road capability |
| **Feedback/Concerns:** | Software is not stable. I have complained many times about freezing navigation and radio but no one able to fix this. |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 646 707 1231 |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| SD media slot issues | |
|---|---|
| **SD media slot issues** | SD media slot is broken/not working. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command.<br>Voice Recognition feature does not have enough functions available. |

| Unpleasant interior smell/odor | |
|---|---|
| **Please indicate the unpleasant interior smell/odor (check all that apply):** | Air from the vents smell. |

| Wind Noise | |
|---|---|
| **Wind Noise** | Excessive wind noise. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/14/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6066410519 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M013484165 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 293678954 | ***Report Version*** | 1 | ***Open Date*** | 05/20/2015 |
| ***Close Date*** | 05/20/2015 | ***Narrative Date*** | 05/21/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 3. |
| **Engine sound** | 4. |
| **Clarity of sound** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Vehicle storage and space usage** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine performance during acceleration** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **What are your favorite parts of your new vehicle?** | performance! |
| **Navigation system route accuracy** | 4. |
| **Engine exhaust sound** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

### About You

| | |
|---|---|
| **Please indicate your highest education level** | High school degree / GED. |
| **Secondary vehicle in your household:** | Infiniti.<br>2014.<br>Secondary Household Vehicle: Purchased New. |

## About You

| | |
|---|---|
| | G37 Sedan. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | On-Line blogs or forums. |
| | Vehicle test drive. |
| | Kelley Blue Book. |
| | Edmunds. |
| | Features/Capabilities. |
| | Internet research. |
| | Lifestyle. |
| **When considering this vehicle** | Visit the dealership. |
| | Test drive the vehicle. |
| | Interact with dealership by phone. |
| | Research online. |
| | Interact with dealership by email. |
| **What year were you born?** | 1971 |
| **How may children 17 or under live in your household?** | 0. |
| **Vehicle fuel economy** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **Convenience of dealership location** | 2. |
| **Vehicle performance** | 3. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Vehicle availability** | 2. |
| **Trade-in allowance** | 2. |
| **Dealership treatment** | 2. |
| **Primary vehicle in your household:** | G37 Convertible. |
| | Infiniti. |
| | Primary Household Vehicle: Purchased New. |
| | 2014. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased New. |
| | FX50. |
| | Infiniti. |
| | 2011. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: New. |
| | Q5. |
| | 2014. |
| | Audi. |
| **What price did you pay for your vehicle?** | 68000.00 |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | I preferred the size and power of the Jeep a bit more than the Audi Q5S |
| **Financing options** | 2. |
| **Vehicle styling** | 1. |
| **Price** | 2. |
| **Ability to test drive** | 2. |
| **Vehicle quality** | 2. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your occupation.** | Owner / Proprietor. |
| **Which of the following best describes the area you live in?** | Suburban. |

## No Concerns

| | |
|---|---|
| **Did you review the Printed User Guide?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Did you review the Owner's Information DVD?** | No. |
| | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |

| No Concerns | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | |
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Took to the dealer I purchased my vehicle from for a warranty repair. recall for front boot and software update |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | I've been extremely happy with my Jeep SRT. Great ride, performance, features. Love it. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | I've moved from back-to-back Infiniti FX50's to the Jeep SRT, and have been stunned at the quality as well as the performance. I really love it. |
| **Feedback/Concerns:** | The vent trim is large and silver, so it's very reflective. Consequently, on a sunny day, it is very visible in the side mirrors, making the mirrors difficult to use. Making them black would eliminate that problem. thanks! |

| Overview | |
|---|---|
| **Did you review the Printed User Guide?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Detail on High Rated Items | |
|---|---|
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | 5 decibels quieter than my Infiniti FX 50 at freeway speeds. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/07/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6204320060 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K217363096 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | 5[redacted] | ***System Key*** | 293716656 | ***Report Version*** | 1 | ***Open Date*** | 05/21/2015 |
| ***Close Date*** | 05/21/2015 | ***Narrative Date*** | 05/22/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Other

| | |
|---|---|
| **Please describe the other trouble you experienced:** | DANGEROUS TRANSMISSION SHIFTER |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Overview

| | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | POOR A/C, POOR RADIO/NAV AND DANGEROUS SHIFTER ON A $50+K VEHICLE? YOU GOTTA BE KIDDING ME... |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Neither satisfied nor dissatisfied. |

### Hard controls/menus: Front Screen Display: Other Concerns

| | |
|---|---|
| **Please describe the other trouble you experienced:** | TRANSMISSION SHIFTER IS DANGEROUS! VERY HARD TO SELECT THE CORRECT GEAR - SOMETIMES IT WILL NOT FIND PARK |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### Contact Me

| | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | TRANSMISSION SHIFTER, RADIO/NAV & A/C |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Navigation system route accuracy** | 1. |
| **What is your attitude overall towards the BRAND of your new car?** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 1. |
| **Interior noise level while driving** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Difficult driving conditions (adverse weather, off-road)** | 2. |
| **What is your attitude overall towards your new car?** | 2. |

### About You

| | |
|---|---|
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased New. |

| About You | |
|---|---|
| | 2014. |
| | Grand Cherokee. |
| | Jeep. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New. |
| | Grand Cherokee. |
| | 2014. |
| | Jeep. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Urban. |

| Windows fog up a lot/take too long to clear/do not clear adequately | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate the trouble with the front defroster (check all that apply):** | Slow to clear. |
| | Uneven clearing. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |
| | Entertainment/Navigation System/Connectivity. |
| | Other. |
| | Interior Climate Control. |

| Heating, ventilation and air conditioning doesnt maintain desired temperature | |
|---|---|
| **Please indicate which HVAC zone does not maintain desired temperature (check all that apply):** | Front HVAC. ENTIRE VEHICLE |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):** | Outside temperature between 80 and 89 degrees. INADEQUATE A/C |
| | Outside temperature between 90 and 100 degrees. INADEQUATE A/C |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | DEALER CLAIMS THE A/C IS UP TO ALL SPECS AND STILL DOES NOT COOL THE VEHICLE. |
| **Please describe conditions when this trouble occurs:** | NORMAL MID-ATLANTIC SUMMER TEMPS |
| **At what internal temperature does the setting no longer maintain desired temperature (check all that apply):** | 70-75 degrees. INADEQUATE A/C |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |

| AM/FM/HD/Satellite radio channels have poor or no reception | |
|---|---|
| **Please indicate which frequency band has trouble (check all that apply):** | HD. NO RECEPTION |
| | Satellite. WHAT SATELLITE? |
| | AM. VERY POOR RECEPTION |
| | FM. VERY POOR RECEPTION |
| **Additional Comments:** | INFO/ENTERTAINMENT/NAV SYSTEM IS VERY POOR QUALITY - DEFINITELY NOT WORTHY OF A $50+K VEHICLE! |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Navigation system gives wrong directions. |
| **Please indicate which navigation system item has trouble (check all that apply):** | Navigation system provides wrong directions. |
| **Additional Comments:** | NAV IS UNRELIABLE |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but traffic information doesn?t work / or is difficult to understand. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe when this trouble occurs:** | Other: Please describe when this trouble occurs. DOES NOT WORK |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 40,000-49,999. |

| Navigation system works, but traffic information doesn.t work / or is difficult to understand | |
|---|---|
| **Additional Comments:** | QUIT SUBSCRIBING TO TRAFFIC BECAUSE OF HIGH COST AND POOR RESULTS. |
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | Other (please describe). |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Heating, ventilation and air conditioning doesn't maintain desired temperature.<br>Windows fog up a lot/take too long to clear/do not clear adequately.<br>Air conditioner never gets cold enough. |

| Air conditioner never gets cold enough | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):** | Outside temperature over 80? F.<br>Outside temperature over 90? F. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe the other trouble you experienced:** | NAV SYSTEM |

| Radio | |
|---|---|
| **Radio** | Bluetooth streaming audio does not work.<br>AM/FM/HD/Satellite radio channels have poor or no reception. |

| Media | |
|---|---|
| **Media** | Radio. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | CA DOES NOT WORK PROPERLY IN MY OPINION DETECTING "CRASHES" THAT ARE FALSE |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | iPhone5 |
| **Please choose your cell phone brand** | Apple. |
| **Please choose your cell phone carrier** | AT&T Mobile. |

| Bluetooth streaming audio does not work | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front Screen Display: Other Concerns. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG3EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/16/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | K070410085 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K130461158 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 293716732 | ***Report Version*** | 1 | ***Open Date*** | 05/21/2015 |
| ***Close Date*** | 05/21/2015 | ***Narrative Date*** | 05/22/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **What are your favorite parts of your new vehicle?** | Good bang for the buck |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Ease of getting into and out of vehicle** | 5. |
| **Integration with media players** | 3. |
| **Wheels, rims, and tires appearance and styling** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **Fuel economy and driving range** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Clarity of sound** | 2. |
| **Engine performance during acceleration** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Navigation system route accuracy** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | Consistent upgrades to entertainment software |
| **Exterior design and appearance (overall impression)** | 3. |
| **Integration with phones** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Brake responsiveness/effort** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Support for popular music/video formats** | 4. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Interior noise level while driving** | 4. |
| **Safety and visibility while driving** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Ride quality** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Need to get rid of sent from jeep message, needs better seat cooling. Lift gate close button in rear is in an awkward location. Need more plastic / wood trim options |

| Paint is uneven: has sags, runs, overspray, thin spots, etc. | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate the location of the paint issue (check all that apply):** | Cowl panel (area between windshield and hood).<br>Rear panel. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Speakers rattle | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate which speaker has trouble (check all that apply):** | Front driver's side speakers. |
| **Please indicate which media sources were being played (check all that apply):** | Bluetooth Streaming.<br>Satellite Radio. |
| **Speaker trouble occurs:** | Only at high volume levels. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| About You | |
|---|---|
| **Vehicle quality** | 5. |
| **Secondary vehicle in your household:** | 6 Series Gran Coupe.<br>BMW.<br>2013.<br>Secondary Household Vehicle: Purchased New. |
| **What is your primary language?** | English. |
| **Trade-in allowance** | 1. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Ability to test drive** | 2. |
| **Convenience of dealership location** | 3. |
| **Vehicle availability** | 4. |
| **Dealership treatment** | 4. |
| **Please indicate your highest education level** | High school degree / GED. |
| **When considering this vehicle** | Interact with dealership by email.<br>Visit the dealership.<br>Research online.<br>Interact with dealership by phone. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Internet research.<br>On-Line blogs or forums. |
| **Please tell us about the vehicle you replaced (if applicable)** | Land Rover.<br>Replaced Vehicle: Purchased New.<br>2010.<br>Range Rover Sport. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Which of the following best describes the area you live in?** | Urban. |
| **What price did you pay for your vehicle?** | 53000 |
| **Please indicate your occupation status.** | Employed. |
| **Vehicle fuel economy** | 3. |
| **Price** | 4. |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Financing options** | 1. |
| **Vehicle styling** | 5. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **Connection problem happens on:** | Bluetooth connection between cell phone and the radio. |
| **Is there more than one phone paired to the vehicle?** | No. |
| **Additional Comments:** | Disconnect and reconnect happen a lot |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **Lost connection problem happens when:** | Other: Please describe when this trouble occurs. |
| **Were you in the middle of a call?** | Yes, and transferred call to headset. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Cigarette Lighter/Accessory Power Plug | |
|---|---|
| **Cigarette Lighter/Accessory Power Plug** | Cigarette Lighter/Accessory Power Plug broken/not working. |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. Takes to long. Voice explanation needs to be shorter |

| Features and Controls | |
|---|---|
| **Features and Controls** | Door locks/key fob entry system.<br>Cigarette Lighter/Accessory Power Plug.<br>Sunroof/moonroof controls. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Vehicle Exterior.<br>Features/Controls/Displays. |

| Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call | |
|---|---|
| **Sound quality is poor: (check one)** | For the receiver of the call. |
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **At other times during use does your phone have poor call quality?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Does the issue occur when speaking at regular volume?** | Yes. |

| Liftgate is difficult to open/close | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to close. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Via Mobile | |
|---|---|
| **Via Mobile** | Via Mobile works properly, but is difficult to understand/use. |

| Paint blemish/dirt in paint/foreign material under surface | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate the location of the paint issue (check all that apply):** | Rear panel.<br>Driver's side front door. |

| Sunroof/moonroof broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate which feature your vehicle is equipped with:** | Sunroof/Moonroof. |
| **Please indicate what type of trouble was experienced with the sunroof/moonroof (check all that apply):** | Sunroof/moonroof does not slide open/close. Doesn't always open or close automatically. Sometimes need to hold button |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Trouble with the sunroof/moonroof occurs:** | Both opening and closing. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | Starting car |

| Overview | |
|---|---|
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | No, have not had a chance/inconvenient location. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Takes too long to send commands to car. |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Did you review the Owner's Information DVD?** | No. |

| Cigarette Lighter/Accessory Power Plug broken/not working | |
|---|---|
| **Please indicate the location of the cigarette lighter/power plug (check all that apply):** | Front center console (between seats). |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate which is broken/not working (check all that apply):** | Power plug. Sometimes need to unplug and replug the cable to get power again |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Liftgate | |
|---|---|
| **Liftgate** | Liftgate is difficult to open/close. |

| Key fob entry system works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate why the key fob entry system controls are difficult to understand/use; layout is poor (check all that apply):** | Other (please describe). Panic alarm goes off too easily |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. Panic alarm goes off too easily. Hard to turn off. |

| Speakers have poor sound quality | |
|---|---|
| **Please indicate which media sources were being played (check all that apply):** | Satellite Radio.<br>Bluetooth Streaming.<br>USB Drive. |
| **Trouble with speaker occurs:** | At all volume levels. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which speaker has trouble (check all that apply):** | Rear passenger's side speakers. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 5,000-6,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **If known, please tell us your software version** | Lollipop 5.1 |
| **Please choose your cell phone brand** | Motorola. |
| **Please tell us your cell phone model** | Nexus 6 |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Via Mobile works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which feature(s) of Via Mobile are difficult to understand/use (check all that apply):** | Pandora. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to understand. Need to have uconnect open on phone |

| Sunroof/moonroof controls | |
|---|---|
| **Sunroof/moonroof controls** | Sunroof/moonroof broken/not working. |

| USB connection issues | |
|---|---|
| **USB connection issues** | USB connection is difficult to understand/use; is in a poor location. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Recognition feature does not have enough functions available. |

| Detail on High Rated Items | |
|---|---|
| **You rated the value of your new car High. Use this space to provide any specific comments you would like to share.** | Much better value than range rovers I used to drive |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system has poor sound quality at far end.<br>Hands-Free Phone / Bluetooth system loses connection. |

| Door locks/key fob entry system | |
|---|---|
| **Door locks/key fob entry system** | Key fob entry system works properly, but is difficult to understand/use. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Paint blemish/dirt in paint/foreign material under surface.<br>Paint is uneven: has sags, runs, overspray, thin spots, etc.. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers rattle.<br>Speakers have poor sound quality. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Additional Comments:** | Alert system too sensitive. Sometimes goes off when completely not necessary |

| USB connection is difficult to understand/use; is in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. No android support for music |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Media | |
|---|---|
| **Media** | USB connection issues. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEJG9EC2[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTT74 | JEEP GRAND CHEROKEE SUMMIT 4X2 SPORT UTILITY | |
| ***Built Date*** | 09/25/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6250320098 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K261361610 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 293716936 | ***Report Version*** | 1 | ***Open Date*** | 05/21/2015 |
| ***Close Date*** | 05/21/2015 | ***Narrative Date*** | 05/22/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What price did you pay for your vehicle?** | $43000 |
| **Please tell us about the vehicle you replaced (if applicable)** | 1997.<br>Replaced Vehicle: Purchased Used.<br>Cherokee 4WD.<br>Jeep. |
| **Primary vehicle in your household:** | 2014.<br>Primary Household Vehicle: Purchased New.<br>Jeep.<br>Grand Cherokee. |
| **Price** | 5. |
| **Ability to test drive** | 5. |
| **Vehicle performance** | 5. |
| **Vehicle fuel economy** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Features/Capabilities.<br>Price/Purchase Terms/Financing.<br>Value for the money. |
| **Secondary vehicle in your household:** | Prius.<br>Toyota.<br>2012.<br>Secondary Household Vehicle: Purchased New. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **When considering this vehicle** | Research online.<br>Test drive the vehicle.<br>Visit the dealership. |
| **Primary vehicle you were considering:** | Toyota.<br>2014.<br>Primary Considered Vehicle: New.<br>Highlander Hybrid. |
| **Which of the following best describes the area you live in?** | Urban. |
| **Is this your first new vehicle ever purchased / leased?** | Yes. |
| **Financing options** | 1. |
| **What is your current marital status?** | [redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your highest education level** | Graduate degree. |
| **Please indicate your gender** | [redacted] |
| **Convenience of dealership location** | 1. |
| **Trade-in allowance** | 1. |
| **How may children 17 or under live in your household?** | 1-2. |
| **Dealership treatment** | 4. |
| **Vehicle availability** | 5. |
| **Vehicle quality** | 5. |

| About You | |
|---|---|
| **Vehicle styling** | 5. |
| **What is your primary language?** | English. |

| Cruise control system works properly, but difficult to understand/use; controls in a poor location | |
|---|---|
| **Additional Comments:** | Absolutely love my Adaptive Cruise. Would absolutely love if you did an update where we could have the Stop and Go features. It's great for in-town driving. I hope this comes available. Would pay to have this upgrade to the car!!! |
| **Please indicate why the cruise control system controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much effort/force to operate. See above. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. Intermittently, usually on first use after startup, the Adaptive Cruise control fails to set. I can immediately try again and usually works. Doesn't matter how long the car is on or how long the system has been turned on. It does it sometimes during travel but less so than on first use. Again a second/third try usually gets it engaged. |

| Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Additional Comments:** | Bluetooth connection sometimes doesn't show track into. Won't let you access your "music" to select other artists/songs. Intermittently won't show track info, wrong timecode. Never shows music artwork. |
| **Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Audio controls located on steering wheel. Not customizable!!! Volume adjust is on right, but volume knob is near steering wheel. So same hand. Would like volume on left or to be able to customize steering controls. Doesn't make sense to me to have volume there. I'd switch up some other controls to on steering (customization). |
| | Radio channel preset buttons. Takes getting used to that the Left/Right arrow for presets is always on the right (doesn't shift when going to second list). |
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much attention (must take eyes off the road) to operate. Bluetooth audio is a beast. It works right about half the time. |
| | Other (please describe). Don't' automatically switch audio to USB just because a phone was plugged up. Sometimes is passenger wanting to charge. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location. Steering wheel controls, explained below. |

| Outside temperature gauge broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Cold start. Does not reflect accurate outdoor temp. Will cause Auto climate controls to go bizerk. Onetime read 120F on a 75F day. Not in direct sun. |

| USB connection is difficult to understand/use; is in a poor location | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Plugging up phone |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | Don't switch my audio just because a phone is plugged up. Sometimes its a passenger using the USB to charge. |

| Navigation system works, but missing information; has incorrect information; gives wrong directions | |
|---|---|
| **Additional Comments:** | Probably due and update, because map data is from like 2012 or 13, but no updates available for model. Owners shouldn't have to pay for map updates, since if I bought a in car GPS, map updates are free on that device. |
| **Please indicate which navigation system item has trouble (check all that apply):** | Map is missing information. |
| | Map contains incorrect information. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Navigation system is missing information. |
| | Navigation system has incorrect information. |

| Uconnect Access features are confusing | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Using Via Mobile |
| **Additional Comments:** | Don't understand why the app has to be open. Half the time UConnect won't figure out the app is open to use it anyways. |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **Additional Comments:** | Very annoying. Usually happens during calls. Distracting because I have to find my phone in my pocket to continue call. |
| **Lost connection problem happens when:** | In the middle of a call. |
| **Were you in the middle of a call?** | Yes, and transferred call to headset. |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Is there more than one phone paired to the vehicle?** | Yes. |
| **Connection problem happens on:** | Bluetooth connection between cell phone and the radio. |

| Hesitation or delay when shifting between gears | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. |
| | Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. |
| **Additional Comments:** | Usually after startup. Will hesitate/lunge going from 1st to 2nd or 2nd to 3rd. Doesn't happen in higher gears, doesn't happen often after car is warm. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 2nd Gear. |
| | 1st Gear. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Normal acceleration. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Overview | |
|---|---|
| **Please rate your overall level of satisfaction with the DVD** | 3 (neither satisfied nor dissatisfied). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). None |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Was there information needed that was not included in the User Guide?** | Understand wanting to cut paper to do electronic user guide with Quick Facts printed user guide. Missing info only found on CD/DVD though. |
| **Information on the DVD is easy to find and access** | 2 (disagree). |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **DVD format is easy to understand and use** | 3 (neither agree nor disagree). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| | Mac Computer. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Other (please explain further, if applicable). Called salesman. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Please explain further about your choice to recommend your vehicle:** | Love my Jeep. Few things I think could be improved, though. Especially for the price. |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Please provide feedback on how Chrysler can improve the DVD** | It's OK. Probably an iPad app would have done the same. Would be easier to use as an app. |
| **Was there information needed that was not included in the DVD?** | Not that I noticed. |
| **Which feature or section of the Owner's Information DVD did you find least helpful and why?** | Just the "have to get it out," "have to find a computer/dvd player" -ness of it. It's a convenience thing that a print manual has it beat. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Vehicle storage and space usage** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Head/leg/foot room** | 5. |
| **Brake responsiveness/effort** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Integration with phones** | 3. |
| **Interior noise level while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Clarity of sound** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Safety and visibility while driving** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Support for popular music/video formats** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Fuel economy and driving range** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Navigation system route accuracy** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Steering wheel adjustment** | 4. |
| **What are your favorite parts of your new vehicle?** | Adaptive Cruise |
| **Integration with media players** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

| Fuel consumption is worse than expected | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | Yes. |
| **Where do you do most of your driving?** | Combination of city/highway driving. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Shifts at wrong times | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 4th Gear.<br>5th Gear. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Going down an incline. Will downshift. Usually if in 5th, will go to 4th, or 4th to 3rd. If in 6th, usually will stay in 6th. This comment applies to the selections above too.<br>Deceleration. See below.<br>Coasting (no gas pedal applied). See below.<br>Normal acceleration. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.<br>Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. |

| Shifts at wrong times | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |

| Gear selector is difficult to operate (auto. trans.) | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Additional Comments:** | Hard to get the selector into right gear. It's just difficult, but works. |
| **Going into which position is the gear selector difficult to operate? (check all that apply):** | Drive (D).<br>Neutral (N).<br>Park (P).<br>Reverse (R). |
| **Why is the gear selector difficult to operate?** | Operation of gear selector is confusing/doesn't make sense. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Coasting (no gas pedal applied). Coasting will sometime downshift unexpectedly.<br>Deceleration. Decl will sometime downshift unexpectedly.<br>Normal acceleration. Will hesitate or lunge in low gears.<br>Going down an incline. Will sometime downshift unexpectedly. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.<br>Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 5th Gear.<br>2nd Gear.<br>4th Gear. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Cruise control system | |
|---|---|
| **Cruise control system** | Cruise control system works properly, but difficult to understand/use; controls in a poor location. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Driving Mode Selector.<br>Cruise control system.<br>Door locks/key fob entry system. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Interior Climate Control.<br>Transmission and Drivetrain.<br>Engine.<br>Entertainment/Navigation System/Connectivity. |

| Engine Fuel Consumption | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Remote vehicle start is difficult to understand/use | |
|---|---|
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. Works intermittently. If it works, sometimes delayed by minutes. |
| **Please indicate which method was used for remote vehicle start (check all that apply):** | Remote vehicle start on phone. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system loses connection.<br>Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Door locks/key fob entry system |
|---|

| Door locks/key fob entry system | |
|---|---|
| **Door locks/key fob entry system** | Key fob entry system works properly, but is difficult to understand/use. |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **Please describe when this trouble occurs:** | When other people in the car are talking. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Remote Features.<br>Uconnect Access Application. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

| Via Mobile works properly, but is difficult to understand/use | |
|---|---|
| **Additional Comments:** | I only used Pandora. See comments above. |
| **Please indicate which feature(s) of Via Mobile are difficult to understand/use (check all that apply):** | Pandora. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. Oh my, where to begin. Well I MUST have the app open and it MUST be freshly opened. Half the time it won't engage Pandora, other times it's just hard to use. Why if you're already using the cellphone data, can't you just run Pandora from the app? I attempted to use this for about a month and quit because of difficulty. Only worth it for long trips, then not sure I want to go through the trouble. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | I think that Tesla has proved and I'm the target audience, that updates (system, software, etc) are something users look for in a purchase. For a $50K car, I'm looking for map updates, new features (that are not just exclusive to the "new" models), etc. If the car technology is compatible, those updates should be provided to owners. If not, pathways to update would be great. I don't buy off the cuff, and I want a vehicle that I'm proud of 10 years from now the same as the day I bought it. I would also love FCA to do a hybrid Jeep or look into electric. If a battery car can beat a gas one off the line, then battery technology should be able to be adapted to go off-roading. At least a hybrid for Jeeps, so we're not idling at lights and such and in-town EPA can be better. |
| **What has Chrysler done right?** | Strong brand. Quality work overall. I want my GC to last as long as my Cherokee did, so my expectation on quality will ride on that. I will continue with regular maintenance in the hopes that this is the case. |

| Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. Outside thermostat may read wrong temp causing air controls to be weird. |
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |

| Key fob entry system works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. Using handle to lock/unlock is too sensitive. I'm using the tip of my finger to lock using the button, but it tries to unlock. Usually takes 2-3 tries to get doors to lock. |

| Engine stumbles/hesitates/surges | |
|---|---|
| **What best describes the engine drivability trouble? (check all that apply):** | Engine has a hesitation, momentarily cuts out, or surges while accelerating. Intermittent surges, especially in low gears. |
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located. |

| Remote lock/unlock is difficult to understand/use | |
|---|---|
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. Same as remote start. |

| Hard Controls/Menu | |
|---|---|
| **Hard Controls/Menu** | Hard controls/menus: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Outside temperature gauge broken/not working.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | Be happy to discuss what I filled out here anytime. Not unhappy, just to be clear. Just a few things that could be addressed [redacted] |

| Uconnect Access Application | |
|---|---|
| **Uconnect Access Application** | Uconnect Access features are confusing. |

| USB connection issues | |
|---|---|
| **USB connection issues** | USB connection is difficult to understand/use; is in a poor location. |

| Media | |
|---|---|
| **Media** | USB connection issues. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Recognition feature does not have enough functions available. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone brand** | Apple. |
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **If known, please tell us your software version** | 8.3 |
| **Please tell us your cell phone model** | iPhone 6 |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. Doesn't explain media (photo, videos) in text. Hands-free reply doesn't work with iPhone |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system works, but missing information; has incorrect information; gives wrong directions. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Other (please describe). Warning for turning vehicles sometimes a bit too sensitive. Say if a vehicle ahead is turning right, but slows down, usually there's enough distance, but the system goes off or brakes hard. |

| Remote Features | |
|---|---|
| **Remote Features** | Remote lock/unlock is difficult to understand/use.<br>Remote vehicle start is difficult to understand/use. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions.<br>Shifts at wrong times.<br>Hesitation or delay when shifting between gears.<br>Gear selector is difficult to operate (auto. trans.). |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

| Engine Driveability (stumbles/hesitates/surges) | |
|---|---|
| **Engine Driveability (stumbles/hesitates/surges)** | Engine stumbles/hesitates/surges. |

| Voice Recognition feature does not have enough functions available | |
|---|---|
| **Please describe additional functions you would like to have:** | Find X along route. Find X in Y town. |

| Via Mobile | |
|---|---|
| **Via Mobile** | Via Mobile works properly, but is difficult to understand/use. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJEBT0EC2[redacted] | ***Model Year*** | 2014 | ***Body*** | WKTP74 | JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY | |
| ***Built Date*** | 06/07/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6140311397 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M147378395 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 293760382 | ***Report Version*** | 2 | ***Open Date*** | 05/13/2015 |
| ***Close Date*** | 05/24/2015 | ***Narrative Date*** | 05/26/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Brakes are excessively noisy

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Trouble with brakes occurs while traveling at these speeds (check all that apply):** | All speeds. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | auto braking |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **What does the noise sound like?** | Other Noise. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Brake System.<br>Interior Climate Control.<br>Transmission and Drivetrain. |

### Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | Less than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Air from vents smells moldy/stale

| | |
|---|---|
| **Please indicate when the odor/smell is present (check all that apply):** | Odor/smell is noticeable for only a short time after air conditioner/heater/defroster is turned on. |

### Brake Noise

| | |
|---|---|
| **Brake Noise** | Brakes are excessively noisy. |

### Automatic Transmission

| | |
|---|---|
| **Automatic Transmission** | Hesitation or delay when shifting between gears.<br>Slips/will not engage gear properly/shifts erratically. |

### Odor/smell

| | |
|---|---|
| **Odor/smell** | Air from vents smells moldy/stale. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM6EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 12/04/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C306311702 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M294359916 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 293780586 | ***Report Version*** | 1 | ***Open Date*** | 05/25/2015 |
| ***Close Date*** | 05/25/2015 | ***Narrative Date*** | 05/26/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Support for popular music/video formats** | 4. |
| **Engine performance during acceleration** | 4. |
| **Clarity of sound** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Integration with media players** | 4. |
| **Climate control operation (function and ease of use)** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Fuel economy and driving range** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | add full stop in collision avoidance. |
| **What are your favorite parts of your new vehicle?** | safety equipment. driver assist |
| **Ease of getting into and out of vehicle** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Navigation system route accuracy** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **Head/leg/foot room** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Integration with phones** | 5. |
| **Vehicle storage and space usage** | 5. |

## About You

| | |
|---|---|
| **When considering this vehicle** | Interact with dealership by phone.<br>Test drive the vehicle.<br>Visit the dealership.<br>Interact with dealership by email.<br>Research online. |
| **What is your current marital status?** | Married. |
| **Financing options** | 1. |
| **Vehicle availability** | 2. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2005.<br>S40.<br>Volvo.<br>Replaced Vehicle: Purchased New. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **What year were you born?** | [redacted] |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | driver assistance technology |
| **Primary vehicle you were considering:** | Volvo.<br>XC70.<br>2014.<br>Primary Considered Vehicle: New. |
| **What price did you pay for your vehicle?** | 49999 |
| **Trade-in allowance** | 1. |
| **Secondary vehicle in your household:** | 1999.<br>Chevrolet.<br>Secondary Household Vehicle: Purchased New.<br>Suburban. |
| **Dealership treatment** | 4. |
| **Vehicle quality** | 4. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Please indicate the primary driver's age.** | [redacted]. |
| **Secondary vehicle you were considering:** | BMW.<br>Secondary Considered Vehicle: New.<br>X3.<br>2014. |
| **What is your primary language?** | English. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Features/Capabilities.<br>Internet research.<br>Vehicle test drive. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>S40.<br>Volvo.<br>2005. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **How may children 17 or under live in your household?** | 0. |
| **Convenience of dealership location** | 2. |
| **Price** | 3. |
| **Vehicle performance** | 4. |
| **Please indicate your gender** | [redacted] |
| **Please indicate your occupation status.** | [redacted]. |
| **Please indicate your ethnicity** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please indicate your occupation.** | Technical Specialty. |
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |
| **Vehicle styling** | 3. |
| **Ability to test drive** | 5. |
| **Vehicle fuel economy** | 5. |

## Overview

| | |
|---|---|
| **Was the trouble resolved to your satisfaction?** | No. |

| Overview | |
|---|---|
| **Printed User Guide covers the necessary features** | 2 (disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 2 (dissatisfied). |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | Engine temp behavior when towing and how to control it is not discussed in a useful way. Had to contact jeep. Also many people have to add a scangage when the dashboard could give the coolant temp the same as it does for other fluid temps, that is in digital readout instead of the circular graphic. This is a major problem on the jeep forums which holds back acceptance of the turbo diesel |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 2 (dissatisfied). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). Motor week tv |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Information in the Smartphone Application is easy to find and access** | 2 (disagree). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Which feature or section of the Owner's Information DVD did you find least helpful and why?** | Didn't use it |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Keep me logged in with my specific vehicle info ready with voice search. |
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | The parking spot reminder is a good idea but too backward to get to and use |
| **Please explain further about your choice to recommend your vehicle:** | We love driving it but still have concern about the reliability |
| **The Smartphone Application format is easy to understand and use** | 2 (disagree). |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Good luxury vehicle. The towing capacity is important to us combined with the good in town milage of the diesel. Need to work out the DEF problems and train your dealers |

| Detail on High Rated Items | |
|---|---|
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | His and active headlight directions are great assist in rural areas |
| **You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.** | Love the seat cooling and heat. Alsio the ability for remote start so that car is comfortable to enter in extreme weather |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | You should have a Jeep employee on the diesljeep forum to answer questions and monitor /respond to issues |
| **You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.** | All the driver assistance and parking sensors were what made me willing to buy this size vehicle for a daily driver instead of just towing |
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | Pairs easily. Voice integration is good. Love the sent from my jeep signature on texts. |
| **You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.** | Very important that the diesel gives me as good if mileage as my former sedan |

| Detail on High Rated Items | |
|---|---|
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | We actually measured it as quieter than volvo, Cadillac, Audi, Mercedes and Subaru since this was important to us. |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | Dealer was honest and professional. Especially important since we had to fly to Seattle to get a good price |
| **You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.** | I don't even notice the shifting in auto but also appreciate the control of sport shifting when I want it |
| **You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.** | Predictable handling on snow |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | Like sparkle in black |

| Exhaust system troubles | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **What is the trouble with the exhaust system? (check all that apply):** | Other exhaust troubles (please describe). Def life is half of rated life |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |

| Engine Fluids (leaks, excessive oil consumption) | |
|---|---|
| **Engine Fluids (leaks, excessive oil consumption)** | Excessive oil consumption. |

| Excessive oil consumption | |
|---|---|
| **About how far can the vehicle be driven before it is low 1 quart of oil?** | Not sure. |
| **Additional Comments:** | Problem is the dashboard report vs expected oil life not oil level |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 5,000-6,999. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Engine. |

| Engine Exhaust System | |
|---|---|
| **Engine exhaust system** | Exhaust system troubles. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBG9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/01/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6199321567 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K208361411 | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 293761504 | ***Report Version*** | 2 | ***Open Date*** | 05/23/2015 |
| ***Close Date*** | 05/23/2015 | ***Narrative Date*** | 05/26/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Primary vehicle in your household:** | BMW.<br>Primary Household Vehicle: Purchased New.<br>2005.<br>5 Series. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Secondary vehicle in your household:** | 2014.<br>Jeep.<br>Patriot.<br>Secondary Household Vehicle: Purchased New. |
| **Please indicate your ethnicity** | [redacted]. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your occupation status.** | Employed. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Please indicate your occupation.** | Owner / Proprietor. |

### Overview

| | |
|---|---|
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Please explain further about your choice to recommend your vehicle:** | I think its a good vehicle. The technology does glitch from time to time. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |

### Detail on Low Rated Items

| | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | the technology, especially front brake warning system seems to malfunction. Touch screen freezes sometimes. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Vehicle storage and space usage** | 3. |
| **Climate control operation (function and ease of use)** | 3. |
| **Support for popular music/video formats** | 4. |
| **Interior noise level while driving** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of using system displays while driving** | 3. |
| **Head/leg/foot room** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Clarity of sound** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **What are your favorite parts of your new vehicle?** | bad weather handling |
| **Integration with phones** | 3. |
| **Integration with media players** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | more rear cargo space |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Navigation system route accuracy** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Nice styling and handles well. |
| **Feedback/Concerns:** | I think the technology needs to work a little better i.e. front brake warning. Little more cargo space would be good too. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 20,000-29,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/03/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6202410916 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K213461031 | |
| ***Color*** | PAR | MAXIMUM STEEL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 293790270 | ***Report Version*** | 1 | ***Open Date*** | 05/26/2015 |
| ***Close Date*** | 05/26/2015 | ***Narrative Date*** | 05/27/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Overview

| | |
|---|---|
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | Its a great car... except for the transmission and the cheap front bumper that pops out by pushing in the licence plate even with your hand |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Did you review the Printed User Guide?** | Yes. |

### Shifts at wrong times

| | |
|---|---|
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | City driving/stop-and-go traffic.<br>Hard acceleration.<br>Deceleration.<br>Normal acceleration. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 2nd Gear. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

### Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call

| | |
|---|---|
| **Do you recall your cellular coverage at the time?** | Full cellular coverage. |
| **Does the issue occur when speaking at regular volume?** | Yes. |
| **Sound quality is poor: (check one)** | For the receiver of the call. |

| Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **At other times during use does your phone have poor call quality?** | Yes. |

| Slips/will not engage gear properly/shifts erratically | |
|---|---|
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Hard acceleration.<br>Deceleration.<br>Normal acceleration. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Going into which gear/gears does the trouble occur? (check all that apply):** | 2nd Gear. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone brand** | Other. |
| **If known, please tell us your software version** | android 5.1.1 |
| **Please choose your cell phone carrier** | T-Mobile USA. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions.<br>Slips/will not engage gear properly/shifts erratically.<br>Shifts at wrong times.<br>Hesitation or delay when shifting between gears. |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Were you in the middle of a call?** | Yes, and transferred call to headset. |
| **Connection problem happens on:** | Bluetooth connection between cell phone and the radio. |
| **Is there more than one phone paired to the vehicle?** | No. |
| **Lost connection problem happens when:** | In the middle of a call. |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Additional Comments:** | already had two software updates and it still happens |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 1st Gear. hard shift between 1 and 2 in traffic |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Normal acceleration. |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Please fix cheap bumper |

| Wheels were chipped/scratched/damaged at delivery | |
|---|---|
| **Please indicate which wheels were damaged (check all that apply):** | Driver's side front wheel. Chipped.... Went back and dealer repaired |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Transmission and Drivetrain.<br>Vehicle Exterior. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Uconnect Access Application.<br>Remote Features. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Wheels were chipped/scratched/damaged at delivery. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system has poor sound quality at far end.<br>Hands-Free Phone / Bluetooth system loses connection. |

| Hesitation or delay when shifting between gears | |
|---|---|
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Normal acceleration. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | 2nd Gear. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/06/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6210310859 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K214361393 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 293920151 | ***Report Version*** | 1 | ***Open Date*** | 05/28/2015 |
| ***Close Date*** | 05/28/2015 | ***Narrative Date*** | 05/29/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### AUX input is broken/not working

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Blue tooth when playing music from phone |
| **Additional Comments:** | Seems to not want to start and need to start from phone and at times no volume at all although shoes song and is playing |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### What Can We Do Better?

| | |
|---|---|
| **What has Chrysler done right?** | Good looking, transmission a rule champ and so is the engine and four wheel drive system. |
| **Feedback/Concerns:** | Needs to ask open ended questions to learn more about additional areas |

### Voice Recognition feature does not have enough functions available

| | |
|---|---|
| **Please describe additional functions you would like to have:** | To use with nav while driving to provide address or points of interest. Save time having to pull off road |

### About You

| | |
|---|---|
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **What is your primary language?** | English. |
| **Primary vehicle in your household:** | Grand Cherokee.<br>Primary Household Vehicle: Purchased New.<br>2014.<br>Jeep. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your highest education level** | Graduate degree. |
| **Please indicate your gender** | Male. |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **What is your current marital status?** | [redacted]. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Ease of using system displays while driving** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Interior noise level while driving** | 4. |
| **Engine sound** | 4. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Clarity of sound** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ride quality** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Integration with media players** | 2. |
| **Navigation system route accuracy** | 3. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Brake responsiveness/effort** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **Support for popular music/video formats** | 3. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |

| Other | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please describe the other trouble you experienced:** | The lift system lowers it self when going from one 4 wheel mode to next, happens almost all the time. Dealer has no fix for issue |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Speakers are not loud enough | |
|---|---|
| **Please indicate which media sources were being played (check all that apply):** | Bluetooth Streaming.<br>Satellite Radio. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which speaker has trouble (check all that apply):** | All speakers in the vehicle. Xm is lower than other items, and need to really turn xm up |
| **Trouble with speaker occurs:** | At all volume levels. |

| Body panels/doors misaligned/excessive gaps/poor fit | |
|---|---|
| **Please indicate the location of the trouble (check all that apply):** | Liftgate. Left side was sticking out more , and mislined |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Additional Comments:** | Had back to dealer many times for this, was repaired after went new dealer. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Overview | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | No. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Please explain further about your choice to recommend your vehicle:** | Until issues of recalls solved then would recommend. Most recalled auto ever owned |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer. Dealer located closer to home is where take for service and many recalls |
| | Yes, by phone or e-mail. |

| Overview | |
|---|---|
| **If our team has any additional questions about your responses, would you accept further contact?** | |

| Hands-Free Phone / Bluetooth system voice activation doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe when this trouble occurs:** | When stating a name. Brings up name not even close or spelling |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Vehicle Exterior.<br>Entertainment/Navigation System/Connectivity.<br>Off-Road.<br>Other. |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Shows only popular places |
| **Additional Comments:** | Would like it to show items like golf course in area or allow app on phone to show on screen and work with voice |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Body panels/doors misaligned/excessive gaps/poor fit. |

| Voice Activation / Recognition doesnt recognize command | |
|---|---|
| **Do you usually set HVAC vent direction toward ceiling?** | No. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe when this trouble occurs:** | When stating a name. |

| Text messaging broken/not working | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Other (please describe). Not working with apple |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Did this trouble occur after starting the vehicle?** | No. |
| **Do you have the Uconnect Access free form speech option?** | Yes. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Points of Interest not well defined.<br>Difficulty accessing Points of Interest.<br>Navigation system works, but traffic information doesn?t work / or is difficult to understand. |

| Entertainment/Navigation System/Connectivity>Speakers> | |
|---|---|
| **Speakers** | Speakers are not loud enough. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns. |

| Navigation system works, but traffic information doesn.t work / or is difficult to understand | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | Traffic information displays, but is inaccurate. Shows up when already in, and only works when nav is started. Would like it to work no matter what<br>Traffic information displays, but is difficult to read. Works when it wants too and then not providing a reroute |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns |
|---|

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **Please describe the other trouble you experienced:** | Icons on bottom of screen require me to almost push screen in at time to make work |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Liftgate is difficult to open/close | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to close. Part of the same issue before now seems to work afternrepair |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| AUX input issues | |
|---|---|
| **AUX input issues** | AUX input is broken/not working. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. |

| Liftgate | |
|---|---|
| **Liftgate** | Liftgate is difficult to open/close. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Forward warning collision system, waste of money spent as not working at all, scares techs to take out and test |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please tell us your cell phone model** | iPhone 6 |
| **Please choose your cell phone brand** | Apple. |
| **Please choose your cell phone carrier** | AT&T Mobile. |

| Media | |
|---|---|
| **Media** | AUX input issues. |

| Text Messaging | |
|---|---|
| **Text Messaging** | Text messaging broken/not working. |

| Voice Activation / Recognition | |
|---|---|
| **Voice Activation / Recognition** | Voice Activation / Recognition doesn't recognize command.<br>Voice Recognition feature does not have enough functions available. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM4EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 06/04/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C015416100 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M097423853 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 294199681 | ***Report Version*** | 2 | ***Open Date*** | 05/30/2015 |
| ***Close Date*** | 05/30/2015 | ***Narrative Date*** | 06/02/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 3. |
| **What is your attitude overall towards the BRAND of your new car?** | 3. |
| **Engine sound** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Fuel economy and driving range** | 2. |
| **How do you feel about the durability of your new vehicle?** | 2. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Navigation system route accuracy** | 4. |
| **Engine performance during acceleration** | 4. |
| **Engine exhaust sound** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Integration with media players** | 1. |
| **Seat adjustment and comfort** | 2. |
| **Safety and visibility while driving** | 2. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Brake responsiveness/effort** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Interior noise level while driving** | 4. |
| **Ride quality** | 4. |
| **Support for popular music/video formats** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | rear window pop open option. Driver seat bubble makes noise and pops and moves around when driving. Interior deco... cheap and scratches easily should be nice but durable. |
| **Integration with phones** | 1. |
| **Appearance of exterior paint** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Clarity of sound** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |

### Overview

| Overview | |
|---|---|
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissatisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **What have you used to view your DVD? (check all that apply)** | Mac Computer. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Other (please explain further, if applicable). They do not have solutions for problem as of yet... |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 2 (dissatisfied). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Get on board with apple so their products can be used and be useful with your vehicles |
| **DVD format is easy to understand and use** | 5 (strongly agree). |
| **Information on the DVD is easy to find and access** | 5 (strongly agree). |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Please rate your overall level of satisfaction with the DVD** | 3 (neither satisfied nor dissatisfied). |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Engine. |

| About You | |
|---|---|
| **What is your total household income (before taxes)?** | More than $200,000. |
| **Vehicle performance** | 4. |
| **Please indicate your ethnicity** | [redacted] |
| **What price did you pay for your vehicle?** | 55 i think |
| **Financing options** | 2. |
| **Please tell us about the vehicle you replaced (if applicable)** | Commander.<br>Jeep.<br>Replaced Vehicle: Purchased Used.<br>2007. |
| **Please indicate your highest education level** | High school degree / GED. |
| **When considering this vehicle** | Research online. |
| **Please indicate your occupation.** | Sales Work. |
| **Vehicle availability** | 4. |
| **Vehicle styling** | 5. |
| **Please indicate your occupation status.** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: New.<br>2014.<br>Land Rover.<br>Range Rover Evoque. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Value for the money.<br>Features/Capabilities.<br>Internet research. |
| **Dealership treatment** | 2. |

| About You | |
|---|---|
| **Please indicate the primary driver's age.** | [redacted] |
| **How may children 17 or under live in your household?** | 1-2. |
| **Price** | 2. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Ability to test drive** | 4. |
| **Vehicle quality** | 4. |
| **Vehicle fuel economy** | 5. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Trade-in allowance** | 2. |
| **Convenience of dealership location** | 4. |

| Check Engine light indicated trouble | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **Did you also experience an engine performance issue while the "Check Engine" light was on?** | No. |
| **Was the "Check Engine" light your first indication there was trouble?** | Yes. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Detail on Low Rated Items | |
|---|---|
| **You rated integration with phones Low. Use this space to provide any specific comments you would like to share.** | apple... need i say more. Was excited to have the capability and then, no capability... |

| Electronic Engine Controls (Check Engine) | |
|---|---|
| **Electronic Engine Controls ('Check Engine')** | "Check Engine" light indicated trouble. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Make updates available to cars via wi-fi instead of having to bring them into the dealership. My car is brand new and I have been to the dealership over 12 times since I bought it in less than a year. Also check the auto cruise control system and it doesn't brake nearly soon enough and when you override and brake it makes noises and I believe harms the brakes as I had all my pads replaced before 10k miles. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG2EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/07/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6120421814 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K122463674 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 294287184 | ***Report Version*** | 1 | ***Open Date*** | 06/02/2015 |
| ***Close Date*** | 06/02/2015 | ***Narrative Date*** | 06/03/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Seat will not heat enough/at all/fast enough

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | We had the dealer check this feature out on multiple occasions because the seats don't get warm enough to feel when wearing most clothing. The final conclusion reached by the service department is that the seats are working as good as they will work. If that is the case, this is the worst heated seats feature of any vehicle we have ever owned, which included GM, Chevrolet, Ford, Toyota products. If we had known that this feature worked so poorly, we would not have bought this vehicle. |
| **Please indicate which seat has trouble (check all that apply):** | Driver's seat.<br>Front passenger seat. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Additional Comments:** | With this and the many other problems we have experienced with this vehicle we are extremely disappointed with this purchase. There should be a law against a company selling shut shoddy products, especially when it is a product that costs as much as this one did (more than a year's salary for many people in the U.S.). Our only hope at this point is that we can find someone who loves Jeeps enough to buy the vehicle from us without our experiencing a huge loss. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

### Heating, ventilation and air conditioning doesnt maintain desired temperature

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):** | Outside temperature between 60 and 69 degrees.<br>Cloudy/overcast.<br>Bright sun.<br>Outside temperature between 80 and 89 degrees.<br>Filtered sun (light/partial clouds, light haze/fog).<br>Outside temperature between 70 and 79 degrees. |
| **Additional Comments:** | We haven't yet had temperatures over 90 degrees since we have owned this vehicle. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **At what internal temperature does the setting no longer maintain desired temperature (check all that apply):** | Below 70 degrees. |
| **If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **Please indicate which HVAC zone does not maintain desired temperature (check all that apply):** | Front HVAC. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Overview

| | |
|---|---|
| **Did you review the Printed User Guide?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | I was very excited to buy and own the Jeep Grand Cherokee, but it has turned out to be the biggest nightmare of my 30+ years of car purchasing/ownership. With the serious safety risks of malfunctioning seatbelts and malfunctioning and exploding airbags, this vehicle is a ticking timebomb and I do everything I can to either not drive the vehicle when another option is available or drive it only when I do not have a passenger. Why should anyone have to make choices like that after purchasing a $50,000+ vehicle? Even if seatbelt and airbag problems/risks are taken care of, we have had an unbelievably and unacceptable high number of problems with many of the features that were an important |

| Overview | |
|---|---|
| | consideration when we chose to purchase the Jeep. We have owned this Jeep for less than a year and it has spent more time in the service department and sitting in our driveway than any vehicle we have ever owned. Each problem seems to either take forever to diagnose and fix or we are told that the way it is operating is as good as it will ever be. Jeep hasn't stepped up to make its owners safe and satisfied with owning its products. Why would we recommend a Jeep to anyone? |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 2 (dissatisfied). |
| **Did you review the Owner's Information DVD?** | No. |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | The user guide is sketchy in some of its explanations of newer to the market features. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Other (please explain further, if applicable). We have taken the vehicle to the dealership for some of these issues, are waiting for parts for some of these issues, were given no fixes for some of these issues and haven't addressed the issue for some of these issues because we were working with the dealership on other more critical issues. When we have taken the vehicle to the service department for some issues, the vehicle has sat for several days with no work being done at all. Every visit seems to take multiple days, and we often do not get a call with information on the progress of the repair but have to call the dealership multiple times to get information. The dealership never offers me another vehicle to drive while waiting multiple days for my vehicle. This dealership's service department is the least competent and service-oriented service department I have every used. With the great distances between cities in Montana, I feel stuck in using a Lithia service department to service my Jeep. |
| **Information in the Printed User Guide is easy to find and access** | 2 (disagree). |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Was there information needed that was not included in the User Guide?** | A more specific description and how-to-use for features like air-ride suspension; paddle shifting, etc. |
| **Printed User Guide covers the necessary features** | 2 (disagree). |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

| About You | |
|---|---|
| **What price did you pay for your vehicle?** | $50,000 plus |
| **Vehicle availability** | 2. |
| **Trade-in allowance** | 2. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2013.<br>GMC.<br>Replaced Vehicle: Purchased New.<br>Terrain. |
| **Financing options** | 3. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Vehicle styling** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Dealer/Salesperson interaction.<br>Vehicle test drive.<br>Advertisements.<br>Image that the vehicle portrays.<br>Features/Capabilities.<br>Lifestyle.<br>Manufacturer?s website.<br>Dealership information. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>2014.<br>Grand Cherokee. |

## About You

| | |
|---|---|
| | Jeep. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased New. |
| | Silverado 1500 Crew Cab. |
| | 2004. |
| | Chevrolet. |
| **When considering this vehicle** | Test drive the vehicle. |
| | Visit the dealership. |
| **Primary vehicle you were considering:** | 2014. |
| | Explorer. |
| | Ford. |
| | Primary Considered Vehicle: New. |
| **Dealership treatment** | 3. |
| **Vehicle quality** | 3. |
| **Vehicle performance** | 4. |
| **Please indicate your ethnicity** | [redacted] |
| **Which of the following best describes the area you live in?** | Other (please specify). Small town in rural State/capitol of State |
| **Please indicate your occupation status.** | Retired. |
| **What is your total household income (before taxes)?** | $60,000 - $79,999. |
| **Price** | 2. |
| **Ability to test drive** | 2. |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **What is your current marital status?** | Other (please specify). Long-term committed relationship |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Convenience of dealership location** | 2. |
| **Vehicle fuel economy** | 3. |
| **Please indicate your occupation.** | [redacted] |
| **Please indicate your gender** | [redacted]. |

## Rear folding seat/seatback is broken/not working

| | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Don't know; see notes above. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please indicate which rear folding seat/seatback has trouble (check all that apply):** | Driver's side rear seat. We have not had an occasion to use this feature, so don't know if it works correctly or not. Given all of the other problems we have had and are having with the vehicle, it seems more likely than not that this feature will be troublesome as well. |
| | Passenger's side rear seat. See note in Driver's side rear seat field above. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **What is your attitude overall towards your new car?** | 1. |
| **How was your purchasing experience (the dealer/dealership)?** | 1. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | So many, many things. |
| **What is your attitude overall towards the BRAND of your new car?** | 2. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Integration with phones** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine performance during acceleration** | 5. |
| **Climate control operation (function and ease of use)** | 2. |
| **Ease of using system displays while driving** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **What are your favorite parts of your new vehicle?** | I love the look and comfort of the vehicle. Would be a very happy customer if the vehicle didn't have so many features that either don't work or don't work well. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |

| Adaptive front lighting system broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Please indicate the trouble experienced with the Adaptive Front Lighting System (check all that apply):** | Does not track properly while going uphill. We have yet to see this feature work. |
| | Does not track properly while turning left. See note above. |
| | Does not track properly while going downhill. See note above. |
| | Does not track properly while turning right. See note above. |
| | Headlights do not reset to normal position. See note above. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Please indicate which headlight is not working properly (check all that apply):** | Passenger's side headlight. |
| | Driver's side headlight. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Exterior light controls broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Please indicate what type of trouble was experienced with the exterior light controls (check all that apply):** | Other (please describe). Auto features of lights do not work consistently |
| **Please describe conditions when this trouble occurs:** | No real pattern, but rarely see any automatic features engaged |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which exterior light control feature is broken/not working properly (check all that apply):** | Auto-leveling. At times, this feature does not work at all |

| Park Assist broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Please indicate what is broken/not working (check all that apply)** | Sensors. Aren't sure, but we wonder if the sensors are working properly since we don't always get the audible warning |
| | Audible warnings. Sometimes we get the audible warning and sometimes we don't |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | We have not been able to identify a pattern of when this occurs |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

| Memory Seat controls are broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | As previously described. |

| Forward/backward adjustment is broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Please describe conditions when this trouble occurs:** | We have set the memory seat function on both the driver's and passenger's sides multiple times and it will work for awhile and then one day it no longer works. |
| **Please indicate which seat has trouble (check all that apply):** | Front passenger seat. |
| | Driver's seat. |
| **Seat with trouble has:** | Memory Seat Function. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Seat belt latch/release is broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Please indicate which seat belt has trouble (check all that apply):** | Center rear seat (if equipped). |
| | Front passenger seat. |
| | Driver's seat. |
| | Driver's side rear seat. |
| | Passenger's side rear seat. |
| **Additional Comments:** | This vehicle is one of those identified as potentially having seat belt tensioner problems. Just as with the air bag issue, it is an unacceptable safety risk for owners of these vehicles. I would like to think that Jeep would step up and ensure that these problems are fixed without delay. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Trouble with seat belt is:** | Other (please describe). |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Engine loses power when air conditioning is on | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Occurs any time air conditioning is on; engine idle speed drops to point where it feels like it is going to stall and shut off |
| **Engine trouble occurs while vehicle is (check all that apply):** | At idle. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **What type of fuel do you most often put into your vehicle?** | Premium gasoline. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Steering wheel vibrates excessively while driving | |
|---|---|
| **Additional Comments:** | See previous comments. |
| **Steering wheel vibration trouble occurs during these speeds (check all that apply):** | During braking. |
| | All speeds. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Vibration is:** | Moderate. |
| **Steering wheel vibration trouble occurs during these road conditions (check all that apply):** | All road conditions. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Detail on High Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Styling and comfort. |

| Detail on Low Rated Items | |
|---|---|
| **You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.** | The salesman failed to meet with us as promised to review the function of the many new-to-market features of the vehicle. We had to ask repeatedly before the service department gave us an appointment to take care of a shimmy in the front end that I identified during a test drive of the care. The salesman committed to taking care of the shimmy the same week we bought the vehicle so we could drive it on an out-of-state trip we were |

| Detail on Low Rated Items | |
|---|---|
| | taking with friends. Because we couldn't get the shimmy fixed, we had to cancel out on the trip. The dealership took multiple appointments and still couldn't get the shimmy out. Within the first month of owning the vehicle, we bought new tires and had them aligned. It was only after taking that step that we felt the vehicle was safe enough to drive on a trip. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Functioning of many of the most desirable features. |
| **You rated your attitude overall towards your new car Low. Use this space to provide any specific comments you would like to share.** | So many problems, so little help in getting them fixed, plus serious safety issues outstanding. I have come to the point of almost hating this vehicle. So sad! |

| Blind spot monitoring/warning system is broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | This feature works very rarely |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Please indicate the trouble you experienced with the blind spot monitoring/warning system (check all that apply):** | The system did not detect a vehicle that was in the blind spot. This has happened many times now; it even happened when one of the dealership's salesmen was in the vehicle with us because he was demonstrating to us how to use the various features of the vehicle. Even though the salesman who sold us the vehicle had promised to spend time with us showing us how to use the various features the week following our purchase, he failed to return our calls and set up a time to do this; we finally asked the sales manager to arrange for another salesman to meet with us to show us how to use the features and it finally occurred well over a month after we bought the vehicle; when the blind spot monitoring/warning system didn't work, the salesman just said, oh, I don't know why we didn't get a warning, it should have given us an audible and screen warning. |

| Ventilated seat will not cool enough/at all/fast enough | |
|---|---|
| **Additional Comments:** | We bought the vehicle in September of 2014 and living in a northern state we didn't need the ventilation feature when we first bought the vehicle, but now that winter is over and we have had a warm spring, we realize the feature isn't working |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Please describe conditions when this trouble occurs:** | The seat ventilation feature never works as described |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Please indicate which seat has trouble (check all that apply):** | Front passenger seat. Same as note in Driver's seat field above |
| | Driver's seat. Salesman said the ventilation feature will come on when the internal temperature of the vehicle hits a certain level; that does not occur |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Tires show excessive or uneven tread wear | |
|---|---|
| **Additional Comments:** | We didn't wait for excessive tire wear to occur because the shimmy and pulling to the right were a safety hazard. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Where does the excessive or uneven tread wear appear on the tire?** | Other (please describe). |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Active suspension system is broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | We have not been able to identify any "condition" that is present each time the vehicle has spontaneously raised or lowered itself; we have experienced body damage to the vehicle due to it lowering itself onto a parking barrier and failing to raise when the control was set to raise the vehicle |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please describe the trouble experienced with the active suspension system:** | Air-ride suspension feature will lower or raise the vehicle hours or days after the vehicle was last driven; we and others have heard and seen the suspension height adjusting when no one is near the vehicle with a key and the vehicle hasn't been driven for quite some time |
| **Additional Comments:** | Unsure of exactly when the vehicle began changing the height of the suspension because it occurs when the vehicle is not being driven and is not occupied; when we first realized it was doing this, one member of the family just happened to be walking by the front of the vehicle two days after it was last driven when he heard a noise (which turned out to be the compressor) and looked to see the vehicle raising itself. |

| Active suspension system is broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Rear side doors are difficult to open/close | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Wouldn't close completely until door was realigned |
| **Please indicate which rear door is difficult to open/close (check all that apply):** | Driver's side rear door. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to close. Wouldn't close completely until after door was realigned |

| Front/rear bumpers were cracked/ripped/damaged | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which bumpers were cracked/ripped/damaged (check all that apply):** | Rear bumper. The cover for the trailer hitch was hanging on one side as if it had been removed but improperly returned to its place; the cover is very hard to remove and replace to position |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Hood is difficult to open/close | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please describe conditions when this trouble occurs:** | Hood was not fitted properly at delivery; had to be realigned |

| Airbag light broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Please indicate what type of trouble was experienced with the airbag light (check all that apply):** | Other (please describe). You did not give me a choice for airbags that are known to explode and/or malfunction, so I have marked the airbag light choice so that I go on record with my concerns that not only do I have a vehicle with Takata airbags that can explode but that even if the airbags in my vehicle are replaced, they will be replaced with airbags that also have the same problems and are likely to explode. I have not yet received a recall notice for this and my vehicle is not listed as one that is being recalled based on VIN, but the timeframe within which my vehicle was manufactured is an indicator that it has the exploding Takata airbags. This is the worst safety hazard I have ever experienced with a vehicle and I am horrified that it has been allowed to happen at all and, worse yet, that it continues to not be corrected. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Adjustable height control is broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Which height setting were you in, or trying to get into, when you experienced the trouble (check all that apply):** | Off-road 1. We haven't used the vehicle in this setting, so don't know if it is a problem or not<br>Normal ride height. Again, vehicle is adjusting its height randomly when it is not being driven and is not occupied<br>Off-road 2. We have not used the vehicle in this setting, so don't know if it is a problem or not<br>Park Mode. See comment in Normal ride height field. Also, in the mode the vehicle lowered itself so low that it became caught on a parking barrier and would not come out of that height setting no matter what we tried. As a result, the underneath of the front of the vehicle was damaged as it was moved off of the barrier so that it could be driven home and to the dealership<br>Aero Mode. See comment in Normal ride height field above. Sometimes the vehicle goes into this mode as expected, other times, we have to select this mode before it will adjust; other times it doesn't adjust at all. When taken to the service department at the dealer for this and all of the adjustable height issues, after having the vehicle three days, the dealership first said they couldn't duplicate the issue; they acted like they thought we were making up the problem; after that, they said they would order parts to fix the problem; when we stopped by a few days later to ask if the parts were in, we were told we needed to ask the parts department if the parts had come in; don't the service department and parts department talk to each other?turned out the parts had not yet been ordered; so we are still waiting for the parts |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Adjustable height control is broken/not working | |
|---|---|
| **Please describe conditions when this trouble occurs:** | We have not been able to identify a pattern in which this condition occurs |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Additional Comments:** | For some time, we thought there was an ongoing issue with the adjustable height feature, but as described above, we were not always in or by the vehicle when the random raising and lowering would occur |

| Heated steering wheel is broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Please indicate what type of trouble was experienced with the heated steering wheel (check all that apply):** | Other (please describe). The feature that allows you to set the steering wheel to begin heating when the vehicle is started did not work; the heat would not be on even though the setting was for it to come on when the vehicle was started; and, sometimes the heat would come on when the setting was off for the heat to come on when the vehicle was started. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please describe conditions when this trouble occurs:** | There was no pattern to the problem; dealership said it was a computer program issue and that they uploaded a new program; weather is now too warm to know whether feature is working properly or not |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Active Suspension System.<br>Driving Mode Selector.<br>Light switches/controls.<br>Wipers and washers.<br>Adjustable Height Control.<br>Door locks/key fob entry system.<br>Horn.<br>Park Assist.<br>Heated Steering Wheel. |

| Vehicle pulls noticeably to the left/right | |
|---|---|
| **Trouble occurs while traveling in these road conditions (check all that apply):** | All road conditions. |
| **What direction does the vehicle pull when driving?** | Right. |
| **Additional Comments:** | Tires should not have to be replaced immediately after purchase. Shame on Jeep and this dealership for allowing this kind of thing to happen. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **Please describe conditions when this trouble occurs:** | Vehicle had a shimmy and pulled to the right when test drove it. Dealership said they would take care of problem, but after several attempts, vehicle still had a slight shimmy and pull. Within the first month of owning the vehicle we finally bought new tires and had it aligned, which took care of all but the slighest of shimmy. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Vehicle pull is:** | Moderate. |
| **Trouble occurs while traveling at these speeds (check all that apply):** | All speeds. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Fan/blower makes excessive noise | |
|---|---|
| **Please describe when the fan/blower noise occurs (check all that apply):** | At high fan speeds. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Please describe the fan/blower noise (check all that apply):** | Roaring. The loudest fan/blower I have ever experienced when on the highest setting. Have to play the game of choosing between not enough air being circulated or fan/blower too loud to have a conversation. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Lights | |
|---|---|
| **Lights** | Automatic high-beam headlights broken/not working.<br>Adaptive front lighting system broken/not working. |

| Air conditioner never gets cold enough | |
|---|---|
| **Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):** | Bright sun. |

| Air conditioner never gets cold enough | |
|---|---|
| | Other (please describe). Assume will be issue in all weather conditions, but haven't had temperatures of over 90 degrees since buying this vehicle. |
| | Outside temperature over 60? F. |
| | Filtered sun (light/partial clouds, light haze/fog). |
| | Outside temperature over 70? F. |
| | Cloudy/overcast. |
| | Outside temperature over 80? F. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Height adjustment controls are difficult to understand/use | |
|---|---|
| **Please indicate which seat's controls are difficult to understand/use (check all that apply):** | Driver's seat. |
| | Front passenger seat. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please indicate why the controls are difficult to understand/use (check all that apply):** | Other (please describe). When adjusting the height of the seats, the seat is also moving forward or backward as the height adjusts and then you have to use the forward/backward adjustment to readjust the seat in that direction. Should be a height adjustment that affects no other position of the seat. |
| **Please indicate which type of seat controls are difficult to understand/use (check all that apply):** | Power adjustment controls. |

| Engine Power | |
|---|---|
| **Engine power** | Engine loses power when air conditioning is on. |

| Exterior moldings/trim pieces loose/misaligned/falling off | |
|---|---|
| **Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:** | Exterior molding/trim is poorly aligned or fitted. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply):** | Driver's side rear door. Did not fit properly; had to be adjusted |
| | Passenger's side front fender. Same as driver's side front fender; this misalignment was fixed the first time it was done. |
| | Driver's side front door. Did not close completely until door was realigned |
| | Driver's side front fender. Corner was pulled away from vehicle; had to be adjusted twice before it fit properly |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Fan/blower makes excessive noise. |
| | Air conditioner takes too long to get cold. |
| | Air conditioner never gets cold enough. |
| | Heating, ventilation and air conditioning doesn't maintain desired temperature. |

| Air conditioner takes too long to get cold | |
|---|---|
| **Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply):** | Filtered sun (light/partial clouds, light haze/fog). |
| | Bright sun. |
| | Cloudy/overcast. |
| | Outside temperature over 70? F. |
| | Outside temperature over 80? F. |
| | Other (please describe). Assume it will occur in all weather conditions but we haven't had temperatures above 90 degrees since buying the vehicle. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Features/Controls/Displays>Features and Controls>Horn> | |
|---|---|
| **Horn** | Horn broken/not working. |

| Slips/will not engage gear properly/shifts erratically | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |

| Slips/will not engage gear properly/shifts erratically | |
|---|---|
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.<br>Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.<br>Other (please describe). Most likely was in either Warm or Normal condition when occurred |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Other (please describe). Mentioned before that vehicle on occasion after putting vehicle in Park, it has moved itself to Sport or Reverse. |

| Rain sensing wipers are broken/not working properly | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate what type of trouble was experienced with the rain sensing wipers (check all that apply):** | Rain sensing wipers do not swipe often enough. Have never had the rain sensing feature come on even when driving in heavy rain |
| **Please describe conditions when this trouble occurs:** | Always |
| **Additional Comments:** | Took some time to realize this feature was not working because we don't get rain very often where we live, but even in the heavy spring rains we have received, this feature has never come on. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Other.<br>Seats.<br>Transmission and Drivetrain.<br>Engine.<br>Features/Controls/Displays.<br>Steering, Handling, and Ride.<br>Interior Climate Control.<br>Vehicle Exterior. |

| Door locks broken/not working | |
|---|---|
| **Please indicate which door lock location is the source of the trouble (check all that apply):** | Passenger's side front door. Sometimes this door will unlock passively; sometimes it won't; door has unlocked while no one was around vehicle<br>Driver's side rear door. Haven't really used this door; so don't know how well the lock/unlock feature works<br>Passenger's side rear door. Haven't really used this door, so don't know how well the lock/unlock feature works<br>Driver's side front door. Sometimes this door will unlock passively; sometimes it won't; door has unlocked when no one was around vehicle |
| **Please describe conditions when this trouble occurs:** | Have not found a pattern to this condition |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Trouble with the door lock occurs:** | Both locking and unlocking. |
| **Please indicate what type of trouble was experienced with the door lock (check all that apply):** | Exterior key does not lock/unlock properly. Passive entry does not work consistently |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |

| Wipers and washers | |
|---|---|
| **Wipers and washers** | Rain sensing wipers are broken/not working properly.<br>Rear window wiper/washer controls work properly, but difficult to understand/use; in poor location. |

| Rear Side Doors | |
|---|---|
| **Rear Side Doors** | Rear side doors are difficult to open/close. |

| Steering and Handling | |
|---|---|
| **Steering and Handling** | Steering wheel vibrates excessively while driving.<br>Vehicle pulls noticeably to the left/right. |

| What Can We Do Better? |
|---|
| **Feedback/Concerns:** |

| What Can We Do Better? | |
|---|---|
| | Actively work with an owner of your products to get problems fixed. Insist safety hazards be addressed and remedied even if Jeep has to start manufacturing the replacement parts itself instead of using parts from a third-party manufacturer, or collaborate with an experienced company/businessman to start a U.S. company that can manufacture the parts. Design/develop features that work and ensure that dealer's service departments have well-trained and competent technicians. |
| **What has Chrysler done right?** | Designing a beautiful looking vehicle and packaging desirable features in the vehicle. Marketing your products (but what good is marketing and selling your products when the product doesn't live up to the hype?) |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | The outstanding problems with our Jeep and Jeep's plan for replacing seatbelt tensioner and airbag equipment that is faulty. |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Battery Failed | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Front heating, ventilation and air conditioning controls are broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Please indicate which control is broken/not working properly (check all that apply):** | Automatic climate controls (if equipped).<br>Other (please describe). Have had service department check out air conditioner. Was told that operates as good as they can get it. If that is the case, it is a sad state of affairs that this expensive Jeep product has such a weak air conditioning system. Jeep has a long way to go to compete with any of the manufacturers of the other vehicles I have owned in the past less than 10 years, which include GM, Chevrolet, Ford and Toyota. All of those have air conditioning systems that will freeze you out. |
| **Please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |

| Key fob entry system broken/not working | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **Trouble with the key fob entry system occurs:** | Both locking and unlocking. |
| **Please indicate what type of trouble was experienced with the key fob entry system (check all that apply):** | Key fob does not operate door locks. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 5,000-6,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Adjustable Height Control | |
|---|---|
| **Adjustable Height Control** | Adjustable height control is broken/not working. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Airbag light broken/not working.<br>Blind spot monitoring/warning system is broken/not working.<br>Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Exterior Appearance/Paint: | |
|---|---|
| **Exterior Appearance/Paint:** | Body panels/doors misaligned/excessive gaps/poor fit.<br>Exterior moldings/trim pieces loose/misaligned/falling off.<br>Front/rear bumpers were cracked/ripped/damaged. |

| Front doors are difficult to open/close | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to close. Wouldn't close completely until after was adjusted<br>Driver's side front door. |

| Front doors are difficult to open/close | |
|---|---|
| **Please indicate which door is difficult to open/close (check all that apply):** | |
| **Please describe conditions when this trouble occurs:** | Was continuous until door was realigned |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Automatic high-beam headlights broken/not working | |
|---|---|
| **Please indicate the trouble experienced with the automatic high-beam headlights (check all that apply):** | Do not turn on. Have not been able to tell that they work at all. |

| Door locks/key fob entry system | |
|---|---|
| **Door locks/key fob entry system** | Door locks broken/not working.<br>Key fob entry system broken/not working. |

| Body panels/doors misaligned/excessive gaps/poor fit | |
|---|---|
| **Please indicate the location of the trouble (check all that apply):** | Driver's side front door. Misaligned and would not shut completely<br>Driver's side front fender. Corner of piece was pulling away from the vehicle; had to be worked on twice before it was fixed<br>Passenger's side front fender. Corner of piece was pulling away from vehicle; was fixed on first attempt to fix<br>Other location (please describe). Cover for hidden tow hitch<br>Driver's side rear door. Misaligned and would not shut completely |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Light switches/controls | |
|---|---|
| **Light switches/controls** | Exterior light controls broken/not working. |

| Front Doors | |
|---|---|
| **Front Doors** | Front doors are difficult to open/close. |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Height adjustment controls are difficult to understand/use.<br>Ventilated seat is broken/not working.<br>Forward/backward adjustment is broken/not working.<br>Memory Seat controls are broken/not working.<br>Rear folding seat/seatback is broken/not working.<br>Seat heater is broken/not working. |

| Horn broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Please indicate what type of trouble was experienced with the horn (check all that apply):** | Other (please describe). Horn has started to sound when locking the vehicle but the setting is set to only flash the lights. The horn is sounding three times which is unusual and it is happening only intermittently. |

| Rear window wiper/washer controls work properly, but difficult to understand/use; in poor location | |
|---|---|
| **Please indicate difficulty/trouble with rear window wiper/washer (check all that apply):** | Window washer control in poor location.<br>Window wiper control in poor location. |
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Controls require too much attention (must take eyes off the road) to operate.<br>Other (please describe). Location makes it hard to activate without affecting activation of other features; have to take eyes off road for too long a period |
| **Please indicate which of the following best describes your concern (check all that apply):** | Poor location. Requires a lot of fumbling around to find and activate this feature |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Slips/will not engage gear properly/shifts erratically. |

| Steering, Handling, and Ride>Tires> | |
|---|---|
| **Tires** | Tires show excessive or uneven tread wear. |

| Ventilated seat is broken/not working | |
|---|---|
| **Ventilated seat is broken/not working** | Ventilated seat will not cool enough/at all/fast enough. |

| Active Suspension System | |
|---|---|
| **Active Suspension System** | Active suspension system is broken/not working. |

| Engine Idling (rough, too low/high) | |
|---|---|
| **Engine Idling (rough, too low/high)** | Engine does not idle properly: idles rough, too low, or too high. |

| Controls and Switches | |
|---|---|
| **Controls and Switches** | Front heating, ventilation and air conditioning controls are broken/not working. |

| Heated Steering Wheel | |
|---|---|
| **Heated Steering Wheel** | Heated steering wheel is broken/not working. |

| Unpleasant interior smell/odor | |
|---|---|
| **Please indicate the unpleasant interior smell/odor (check all that apply):** | Other (please describe). Musty/moldy smell when air conditioning is on |

| Park Assist | |
|---|---|
| **Park Assist** | Park Assist broken/not working. |

| Seat heater is broken/not working | |
|---|---|
| **Seat heater is broken/not working** | Seat will not heat enough/at all/fast enough. |

| Odor/smell | |
|---|---|
| **Odor/smell** | Unpleasant interior smell/odor. |

| Battery | |
|---|---|
| **Battery** | Battery Failed. |

| Hood | |
|---|---|
| **Hood** | Hood is difficult to open/close. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Other (please describe). You didn't give me a choice to mark that this feature either doesn't work or doesn't work consistently, so I am including that here. This feature rarely works. As a matter of fact, I have never experienced it working, but another member of my family has. The lack of experiencing this feature isn't due there being no occasions on which the feature was needed because there have been plenty of those. |

| Seat Belts | |
|---|---|
| **Seat Belts** | Seat belt latch/release is broken/not working. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT2E[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/17/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6084411047 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M063409607 | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 294326552 | ***Report Version*** | 1 | ***Open Date*** | 06/03/2015 |
| ***Close Date*** | 06/03/2015 | ***Narrative Date*** | 06/04/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Detail on High Rated Items

| | |
|---|---|
| **You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.** | 3-4 mpg improvement over 2008 hemi previously owned |
| **You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.** | night illumination an improvement |
| **You rated ride quality High. Use this space to provide any specific comments you would like to share.** | air suspension creates stable and smooth ride |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | always a strong point |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | Chapman in Payson is a great dealership. |
| **You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.** | clear improvement over prior systems |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | major improvement in braking over 2008 hemi |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | great headlights; love the Jeep logo stuff |

### What Can We Do Better?

| | |
|---|---|
| **What has Chrysler done right?** | Best Jeep owned (began in 1991) |
| **Feedback/Concerns:** | Doing fine |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | no |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **What are your favorite parts of your new vehicle?** | 8-speed transmission;hemi |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |

| About You | |
|---|---|
| **Financing options** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Primary vehicle you were considering:** | 2014.<br>Grand Cherokee.<br>Primary Considered Vehicle: New.<br>Jeep. |
| **Dealership treatment** | 5. |
| **Vehicle styling** | 5. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Automotive magazines.<br>Dealer/Salesperson interaction.<br>Value for the money.<br>Features/Capabilities.<br>Manufacturer?s website.<br>Previous experience with the vehicle/brand. |
| **When considering this vehicle** | Interact with dealership by phone.<br>Visit the dealership.<br>Research online. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Which of the following best describes the area you live in?** | Rural. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased New.<br>2009.<br>Caliber.<br>Dodge. |
| **How may children 17 or under live in your household?** | 0. |
| **Primary vehicle in your household:** | 2014.<br>Jeep.<br>Grand Cherokee.<br>Primary Household Vehicle: Purchased New. |
| **Price** | 3. |
| **Ability to test drive** | 3. |
| **Vehicle fuel economy** | 3. |
| **Convenience of dealership location** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Please indicate your highest education level** | Graduate degree. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | all season capability |
| **Vehicle performance** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **Please indicate your occupation status.** | Retired. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: New. |

| About You | |
|---|---|
| **Trade-in allowance** | 3. |
| **Vehicle availability** | 4. |
| **Vehicle quality** | 5. |
| **What is your primary language?** | English. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your occupation.** | Other. |
| **Did you purchase or lease your vehicle?** | Purchase. |

| Overview | |
|---|---|
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Was there information needed that was not included in the User Guide?** | Disabling the automatic braking system |
| **Information on the DVD is easy to find and access** | 5 (strongly agree). |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **DVD format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the DVD** | 5 (very satisfied). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer. was in Scottsdale on personal business |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Other (please describe). Automatic braking feature difficult to turn off |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCT4EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/03/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6197310881 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M199396745 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 294404332 | ***Report Version*** | 1 | ***Open Date*** | 05/24/2015 |
| ***Close Date*** | 06/04/2015 | ***Narrative Date*** | 06/05/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Additional Comments:** | sensor came loose and adaptic cruise control would not work..Had to be re adjusted 2 x to get it right |
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Other (please describe). |

### Displays and Instruments

| | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Seats. |

### Welcome

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |

### Overview

| | |
|---|---|
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFBM4EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJP74 | JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/01/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C003415609 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M055409156 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 294404634 | ***Report Version*** | 1 | ***Open Date*** | 06/04/2015 |
| ***Close Date*** | 06/04/2015 | ***Narrative Date*** | 06/05/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | easier radio station channel selection while driving especially on steering wheel |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering wheel adjustment** | 4. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Engine exhaust sound** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Navigation system route accuracy** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Fuel economy and driving range** | 4. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Ease of using system displays while driving** | 3. |
| **Transmission gear change performance (smoothness)** | 3. |
| **Climate control operation (function and ease of use)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |

### Check Engine light indicated trouble

| Check Engine light indicated trouble | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Happened once. After two more times driving about 130 miles light went out |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Was the "Check Engine" light your first indication there was trouble?** | Yes. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **What type of fuel do you most often put into your vehicle?** | Diesel. |
| **Did you also experience an engine performance issue while the "Check Engine" light was on?** | No. |

| About You | |
|---|---|
| **Financing options** | 1. |
| **Primary vehicle you were considering:** | 2012. |
| | X5. |
| | BMW. |
| | Primary Considered Vehicle: Used. |
| **Vehicle availability** | 4. |
| **Dealership treatment** | 4. |
| **Vehicle styling** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your primary language?** | English. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Kelley Blue Book. |
| | Recommendations from friends or family. |
| | Lifestyle. |
| | Vehicle test drive. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please tell us about the vehicle you replaced (if applicable)** | BMW. |
| | Replaced Vehicle: Purchased Used. |
| | X5. |
| | 2006. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **When considering this vehicle** | Visit the dealership. |
| **Price** | 4. |
| **Vehicle performance** | 4. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your highest education level** | Other (please specify). some college |
| **What price did you pay for your vehicle?** | $48,000 |
| **How may children 17 or under live in your household?** | 0. |
| **Convenience of dealership location** | 4. |
| **Trade-in allowance** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 29-30 mpg. |
| **Vehicle quality** | 4. |
| **Ability to test drive** | 5. |
| **Vehicle fuel economy** | 5. |
| **Please indicate your ethnicity** | [redacted]. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please indicate your occupation.** | Technical Specialty. |

| Overview | |
|---|---|
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Did you review the Owner's Information DVD?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |

| Overview | |
|---|---|
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | No, coordinating with next maintenance visit (such as oil change). |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Interior Climate Control. |

| Detail on High Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | forward collision warning abrupt as well. |
| **You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.** | passive cruise control is too abrupt on slowing |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | rear parking sensors directly behind driver could be more sensitive. |

| Electronic Engine Controls (Check Engine) | |
|---|---|
| **Electronic Engine Controls ('Check Engine')** | "Check Engine" light indicated trouble. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT9FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/03/2015 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6054510736 | |
| ***Transmission*** | DFK | 8-SPD AUTO 8HP70 TRANS (BUY-US) | | | ***Serial#*** | N090589061 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 294410360 | ***Report Version*** | 1 | ***Open Date*** | 06/05/2015 |
| ***Close Date*** | 06/05/2015 | ***Narrative Date*** | 06/08/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Overview

| | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.). |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | No, have not had a chance/inconvenient location. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

### Media

| | |
|---|---|
| **Media** | USB connection issues. |

### About You

| | |
|---|---|
| **Which, if any, influenced your purchase decision? (check all that apply):** | Value for the money.<br>On-Line blogs or forums.<br>Dealer/Salesperson interaction.<br>Recommendations from friends or family.<br>Vehicle test drive.<br>Price/Purchase Terms/Financing.<br>Consumer Reports ratings.<br>Features/Capabilities. |
| **Primary vehicle in your household:** | X3.<br>2014.<br>BMW.<br>Primary Household Vehicle: Purchased New. |
| **Please tell us about the vehicle you replaced (if applicable)** | A5.<br>Replaced Vehicle: Purchased New.<br>2009.<br>Audi. |
| **Please indicate your ethnicity** | [redacted]. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your highest education level** | Graduate degree. |
| **Please indicate your occupation.** | Health Care. |
| **When considering this vehicle** | Interact with dealership by phone. |

## About You

| | |
|---|---|
| | Research online.<br>Visit the dealership.<br>Test drive the vehicle.<br>Interact with dealership by email. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: New.<br>Range Rover Sport.<br>2014.<br>Land Rover. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Price** | 4. |
| **Vehicle performance** | 5. |
| **Convenience of dealership location** | 3. |
| **Vehicle availability** | 4. |
| **Trade-in allowance** | 4. |
| **Vehicle quality** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **How may children 17 or under live in your household?** | 0. |
| **Financing options** | 1. |
| **Dealership treatment** | 3. |
| **Vehicle styling** | 3. |
| **Ability to test drive** | 4. |
| **Vehicle fuel economy** | 4. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |

## Contact Me

| | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | FWZ system[redacted] |

## Other

| | |
|---|---|
| **Please describe the other trouble you experienced:** | Forward collision warning system goes on at inappropriate times |
| **Please describe conditions when this trouble occurs:** | Any |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **Fuel economy and driving range** | 3. |
| **Seat adjustment and comfort** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **Navigation system route accuracy** | 3. |
| **Vehicle storage and space usage** | 4. |
| **Brake responsiveness/effort** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Ride quality** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Clarity of sound** | 5. |
| **Appearance of exterior paint** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Integration with media players** | 4. |
| **Support for popular music/video formats** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| USB connection is broken/not working | |
|---|---|
| **Where is the location of the media port?** | Center console. |
| **Please describe the trouble you experienced (check all that apply):** | Other (please describe). Can't play playlist from iPod |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Entertainment/Navigation System/Connectivity.<br>Other. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | I'm worried about the FWC. I THINK I'll turn it off |
| **What has Chrysler done right?** | Made a very good on road and off road suv comparable to Range Rover but less costly |

| USB connection issues | |
|---|---|
| **USB connection issues** | USB connection is broken/not working. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 07/06/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6180321517 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K184363361 | |
| ***Color*** | PGZ | BLACK FOREST GREEN PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 294410534 | ***Report Version*** | 1 | ***Open Date*** | 06/06/2015 |
| ***Close Date*** | 06/06/2015 | ***Narrative Date*** | 06/08/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Secondary vehicle in your household:** | 1/2 Ton Trucks.<br>Dodge.<br>1997. |
| **Please indicate your ethnicity** | [redacted]. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased New.<br>2014.<br>Jeep.<br>Grand Cherokee. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your occupation status.** | [redacted] |
| **What year were you born?** | [redacted] |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your primary language?** | English. |
| **Please indicate your occupation.** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |

### Transmission fluid leaks

| | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Transmission fluid leaks** | Transmission fluid leaks. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain.<br>Features/Controls/Displays.<br>Brake System. |

### Overview

| | |
|---|---|
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |

### Vehicle Satisfaction Ratings

| Vehicle Satisfaction Ratings | |
|---|---|
| **Navigation system route accuracy** | 3. |
| **Integration with phones** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Clarity of sound** | 4. |
| **Support for popular music/video formats** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | more color ext. choices |
| **Integration with media players** | 3. |
| **Ease of using system displays while driving** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Fuel economy and driving range** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 10,000-19,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG1FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 08/09/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6213420221 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K216461663 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 294408787 | ***Report Version*** | 1 | ***Open Date*** | 05/25/2015 |
| ***Close Date*** | 06/05/2015 | ***Narrative Date*** | 06/08/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Overview

| | |
|---|---|
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Did you review the Printed User Guide?** | Yes. |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Did you review the Owner's Information DVD?** | No. |

### Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays.<br>Interior Trim/Storage/Windows.<br>Transmission and Drivetrain. |

### Welcome

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |

### Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location

| | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Menu is not set up well/too many steps. |

### Displays and Instruments

| | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG1EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/07/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6084421553 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K092461659 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 294409565 | ***Report Version*** | 1 | ***Open Date*** | 06/06/2015 |
| ***Close Date*** | 06/06/2015 | ***Narrative Date*** | 06/08/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What price did you pay for your vehicle?** | 31,000 |
| **How may children 17 or under live in your household?** | 0. |
| **Financing options** | 5. |
| **Vehicle performance** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **Please tell us about the vehicle you replaced (if applicable)** | F-150 SuperCrew.<br>Ford.<br>Replaced Vehicle: Purchased New. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | Married. |
| **Primary vehicle you were considering:** | Primary Considered Vehicle: New.<br>Murano.<br>Nissan.<br>2014. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **Vehicle availability** | 5. |
| **Dealership treatment** | 5. |
| **Vehicle quality** | 5. |
| **Vehicle styling** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation.** | [redacted]. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Image that the vehicle portrays.<br>Vehicle test drive.<br>Dealer/Salesperson interaction. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What year were you born?** | [redacted] |
| **Ability to test drive** | 5. |
| **Vehicle fuel economy** | 5. |
| **Which of the following best describes the area you live in?** | Rural. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership. |
| **What is your total household income (before taxes)?** | $40,000 - $59,999. |
| **Please indicate your highest education level** | 2 year college degree. |
| **Price** | 3. |
| **Convenience of dealership location** | 5. |
| **Trade-in allowance** | 5. |

### What Can We Do Better?

| | |
|---|---|
| **Feedback/Concerns:** | Na |
| **What has Chrysler done right?** | Class, style and nice gas mileage. |

### Vehicle Satisfaction Ratings

**What are your favorite parts of your new vehicle?**

| Vehicle Satisfaction Ratings | |
|---|---|
| | the cruise control with distant following and response to slow as vehicle in front. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | reaction to left turning cars while on cruise |
| **Ease of using system displays while driving** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Integration with phones** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |

| No Concerns | |
|---|---|
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):** | Took to the dealer I purchased my vehicle from for completion of work promised by dealer at time of delivery. |
| | Took to the dealer I purchased my vehicle from for scheduled maintenance. Oil change |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| | Yes. |

| No Concerns | |
|---|---|
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Was there information needed that was not included in the User Guide?** | Auto will react to left hand turning autos in front of you quickly. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | No Concerns. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | NA |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG4EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 05/10/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6121311060 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K129363395 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 294671210 | ***Report Version*** | 2 | ***Open Date*** | 05/29/2015 |
| ***Close Date*** | 06/09/2015 | ***Narrative Date*** | 06/12/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Antennas have corrosion

| | |
|---|---|
| **Please describe the trouble you experienced:** | Antenna appears to being slowly "lifted" off the vehicle. |

### Entertainment/Navigation System/Connectivity

| | |
|---|---|
| **Entertainment/Navigation System/Connectivity** | None |
| **Please choose your cell phone brand** | Samsung. |
| **Please choose your cell phone carrier** | Verizon Wireless. |
| **Please tell us your cell phone model** | Galaxy S6 Edge |

### Voice Activation system broken / not working

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **Please indicate which voice activation system is broken / not working properly (check all that apply):** | Audio.<br>Phone.<br>Navigation. |
| **Please indicate what type of trouble was experienced with the Voice Activation System (check all that apply):** | System improperly interprets voice commands.<br>System does not respond to voice commands. |
| **To the best of your recollection, the trouble was first noticed:** | 12-18 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

### Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 30,000-39,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

### Features and Controls

| | |
|---|---|
| **Features and Controls** | Adjustable Height Control.<br>Voice Activiation System.<br>Garage door opener.<br>Active Suspension System. |

### Adjustable Height Control

| | |
|---|---|
| **Adjustable Height Control** | Adjustable height control is broken/not working. |

### Garage door opener

| | |
|---|---|
| **Garage door opener** | Garage door opener broken/not working. |

### Adjustable height control is broken/not working

| | |
|---|---|
| **Which height setting were you in, or trying to get into, when you experienced the trouble (check all that apply):** | Park Mode.<br>Aero Mode.<br>Normal ride height. |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

### Text Messaging

| | |
|---|---|
| **Text Messaging** | Text messaging works properly, but is difficult to understand/use. |

### Touchscreen Controls

| | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display is broken/not working. |

| Touchscreen Controls | |
|---|---|
| | Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working. |

| Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please indicate which controls/menus are broken/not working properly (check all that apply):** | Heating, Cooling, Ventilation controls. |

| Touchscreen Controls/Menu: Front Screen Display is broken/not working | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Please indicate your concern with front screen display (check all that apply):** | Other (please describe). Screen goes blank on occasion |

| Hands-Free Phone / Bluetooth system doesn't work | |
|---|---|
| **Please describe when this trouble occurs:** | It happens so frequently, it makes this feature not worth using. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Did you refer to the voice tutorial, phone tutorial and voice training when experiencing hands-free phone/Bluetooth system issues?** | I did, but it didn't address all my questions. |

| Points of Interest incorrect | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Oftentimes they get you in the general vicinity, but rarely take you right to the POI |

| Garage door opener broken/not working | |
|---|---|
| **Please describe the trouble you experienced:** | Will not pair, does not appear to work at all |
| **Please indicate if your garage door opener is:** | Factory installed. |

| Active Suspension System | |
|---|---|
| **Active Suspension System** | Active suspension system is broken/not working. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Text messaging works properly, but is difficult to understand/use | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |
| **Please describe the trouble you experienced (check all that apply):** | Voice is unpleasant/robotic. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Engine.<br>Features/Controls/Displays.<br>Interior Trim/Storage/Windows.<br>Brake System.<br>Interior Climate Control.<br>Entertainment/Navigation System/Connectivity. |

| Hands-Free Phone / Bluetooth | |
|---|---|
| **Hands-Free Phone / Bluetooth** | Hands-Free Phone / Bluetooth system doesn't work.<br>Hands-Free Phone / Bluetooth system loses connection. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work.<br>Navigation system works, but traffic information doesn?t work / or is difficult to understand.<br>Difficulty accessing Points of Interest.<br>Points of Interest incorrect.<br>Points of Interest not well defined. |

| Active suspension system is broken/not working | |
|---|---|
| **Please describe the trouble experienced with the active suspension system:** | Have had it completely go out a couple of times |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 10,000-19,999. |

| Active suspension system is broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |

| Hands-Free Phone / Bluetooth system loses connection | |
|---|---|
| **Is there more than one phone paired to the vehicle?** | No. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Were you in the middle of a call?** | Yes, and did not transfer call to headset. |
| **Additional Comments:** | Lost several calls for no apparent reason. |
| **Connection problem happens on:** | Bluetooth connection between cell phone and the radio. |
| **Lost connection problem happens when:** | Other: Please describe when this trouble occurs. |

| Voice Activation System | |
|---|---|
| **Voice Activiation System** | Voice Activation system broken / not working. |

| Navigation system freezes-up/will not work | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Normal driving conditions - about 1/4 of the time |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Difficulty accessing Points of Interest | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | Points of interest are poor. |

| Points of Interest not well defined | |
|---|---|
| **Please describe the trouble with the Points of Interest within the Navigation system** | The categories are lacking in what would be useful to a driver |

| Antennas | |
|---|---|
| **Antennas** | Antennas have corrosion. |

| Navigation system works, but traffic information doesn.t work / or is difficult to understand | |
|---|---|
| **Please indicate what issues you are experiencing with the traffic information (check all that apply)** | Traffic information does not display at all. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCM8EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/01/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C329312829 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M345376695 | |
| ***Color*** | PFS | CASHMERE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 294672033 | ***Report Version*** | 2 | ***Open Date*** | 06/09/2015 |
| ***Close Date*** | 06/09/2015 | ***Narrative Date*** | 06/12/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Primary vehicle in your household:** | Wrangler.<br>2011.<br>Jeep.<br>Primary Household Vehicle: Purchased Used. |
| **Please indicate your highest education level** | 2 year college degree. |
| **Financing options** | 3. |
| **Convenience of dealership location** | 4. |
| **Vehicle styling** | 5. |
| **What is your primary language?** | English. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Internet research.<br>Lifestyle.<br>Features/Capabilities.<br>Manufacturer?s website.<br>Previous experience with the vehicle/brand.<br>Dealership information.<br>Vehicle test drive. |
| **What is your current marital status?** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **When considering this vehicle** | Test drive the vehicle.<br>Research online.<br>Visit the dealership. |
| **What price did you pay for your vehicle?** | 49000 |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please tell us about the vehicle you replaced (if applicable)** | Avalanche.<br>Chevrolet.<br>Replaced Vehicle: Purchased New.<br>2007. |
| **Please indicate your ethnicity** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Trade-in allowance** | 1. |
| **Dealership treatment** | 4. |
| **Vehicle availability** | 5. |
| **Vehicle quality** | 5. |
| **What year were you born?** | [redacted] |
| **How may children 17 or under live in your household?** | 0. |
| **Please indicate your gender** | [redacted] |
| **Please indicate your occupation status.** | [redacted] |
| **What is your average miles per gallon (MPG) with your vehicle?** | 25-26 mpg. |
| **Ability to test drive** | 4. |
| **Vehicle performance** | 5. |
| **Vehicle fuel economy** | 5. |

### Welcome

| | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |

| Other | |
|---|---|
| **Please describe conditions when this trouble occurs:** | Nothing noticed in proformance |
| **Approximate mileage when trouble was first noticed was:** | 8000 miles or above. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please describe the other trouble you experienced:** | Engine Light on |

| Overview | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | Very pleased with the Jeep Vehicle |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |
| **Please let us know why you have not referred to the Owner's Manual? (check all that apply)** | Have not referenced the owner?s manual because the features of my vehicle are easy to understand and use. |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Not used enough to evaluate |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. Alan Samuel N Richland Hills |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Have you requested a paper version of the owner manual?** | No. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Ease of using system displays while driving** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **What are your favorite parts of your new vehicle?** | Diesel Engine /fuel economy |
| **Fuel economy and driving range** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Engine sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Clarity of sound** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Engine exhaust sound** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Auto Braking is a challenging new Tech |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Brake responsiveness/effort** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | None |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | provided Diesel SUV's |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Other. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 03/27/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6049410941 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M029491872 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 294672186 | ***Report Version*** | 1 | ***Open Date*** | 06/08/2015 |
| ***Close Date*** | 06/08/2015 | ***Narrative Date*** | 06/11/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Detail on Low Rated Items

| | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | climate control system |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **What are your favorite parts of your new vehicle?** | heated/cooled seats |
| **Engine exhaust sound** | 3. |
| **Integration with media players** | 4. |
| **Support for popular music/video formats** | 4. |
| **Engine sound** | 4. |
| **Clarity of sound** | 5. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | add chrome tow hooks |
| **Ease of using system displays while driving** | 3. |
| **Integration with phones** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Navigation system route accuracy** | 3. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Steering wheel adjustment** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| Heating, ventilation and air conditioning doesnt maintain desired temperature | |
|---|---|
| **Please describe conditions when this trouble occurs:** | see above |
| **At what internal temperature does the setting no longer maintain desired temperature (check all that apply):** | 70-75 degrees. turns on heat when interior temp is very hot from the sun but it is cooler outside |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Please indicate typical weather conditions when settings do not maintain temperature (check all that apply):** | Outside temperature between 70 and 79 degrees.<br>Outside temperature between 50 and 59 degrees.<br>Outside temperature between 60 and 69 degrees.<br>Bright sun. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Please indicate which HVAC zone does not maintain desired temperature (check all that apply):** | Front HVAC. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **If you are having trouble with your front HVAC, please indicate which feature your vehicle is equipped with:** | Front dual HVAC control. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | The Summit is an incredible vehicle. Excellent quality and detail. |
| **Feedback/Concerns:** | Add chrome tow hooks to Summit, feature for mirrors to automatically fold-in when parked and extend on start, add towing button that would cancel auto suspension changes, turn-off rear collision detection and remove guidance lines in rearview camera display with adjusted shift points for towing. |

| About You | |
|---|---|
| **Price** | 1. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2013.<br>Jeep.<br>Grand Cherokee.<br>Replaced Vehicle: Purchased New. |
| **Vehicle performance** | 5. |
| **Primary vehicle you were considering:** | Dodge.<br>2014.<br>Durango.<br>Primary Considered Vehicle: New. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used.<br>Viper.<br>Dodge.<br>1993. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership.<br>Research online. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 19-20 mpg. |
| **Vehicle fuel economy** | 2. |
| **Primary vehicle in your household:** | 2004.<br>Primary Household Vehicle: Purchased New.<br>Chrysler.<br>Crossfire. |
| **Trade-in allowance** | 3. |
| **Vehicle quality** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your occupation status.** | Employed. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Features/Capabilities.<br>Vehicle test drive.<br>Dealer/Salesperson interaction.<br>Previous experience with the vehicle/brand.<br>Value for the money. |
| **Which of the following best describes the area you live in?** | Rural. |

## About You

| | |
|---|---|
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |
| **How may children 17 or under live in your household?** | 0. |
| **Ability to test drive** | 3. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your occupation.** | Technical Specialty. |
| **What year were you born?** | [redacted] |
| **What price did you pay for your vehicle?** | 50000 |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | towing ability |
| **Convenience of dealership location** | 3. |
| **Financing options** | 3. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Vehicle availability** | 5. |
| **Dealership treatment** | 5. |
| **Vehicle styling** | 5. |
| **What is your primary language?** | [redacted]. |
| **Please indicate your gender** | [redacted]e. |
| **What is your current marital status?** | [redacted]. |
| **Did you purchase or lease your vehicle?** | Purchase. |

## Overview

| | |
|---|---|
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Motor Trend.<br>Car and Driver.<br>Road and Track. |
| **Did you review the Owner's Information DVD?** | No. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | Add service log, ability to access torque specs, air pressure monitoring system access, MPG info access |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |
| **Smartphone Application covers the necessary features** | 2 (disagree). |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |

## Features and Controls

| | |
|---|---|
| **Features and Controls** | Cruise control system. |

## Vehicle Issues/Things Gone Wrong

| | |
|---|---|
| **Continuous Quality Insight** | Interior Climate Control.<br>Steering, Handling, and Ride.<br>Features/Controls/Displays. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | More than 10,000. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Cruise control system is broken/not working | |
|---|---|
| **Please indicate what type of trouble was experienced with the cruise control system (check all that apply):** | Adaptive Cruise Control (ACC) is affected by vehicles in other landes. causes rapid deceleration unexpectedly |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | 1 to 3 months after delivery. |

| Cruise control system | |
|---|---|
| **Cruise control system** | Cruise control system is broken/not working. |

| Operation and Performance | |
|---|---|
| **Operation and Performance** | Heating, ventilation and air conditioning doesn't maintain desired temperature. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJG8FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 04/09/2015 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6080520172 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K096563395 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 294671812 | ***Report Version*** | 1 | ***Open Date*** | 06/08/2015 |
| ***Close Date*** | 06/08/2015 | ***Narrative Date*** | 06/11/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **Which, if any, influenced your purchase decision? (check all that apply):** | Features/Capabilities.<br>Internet research.<br>Manufacturer?s website.<br>Advertisements.<br>Dealer/Salesperson interaction.<br>Image that the vehicle portrays.<br>Price/Purchase Terms/Financing.<br>Value for the money.<br>Dealership information.<br>Lifestyle.<br>On-Line blogs or forums.<br>Consumer Reports ratings.<br>Kelley Blue Book.<br>Vehicle test drive. |
| **When considering this vehicle** | Interact with dealership by email.<br>Interact with dealership by phone.<br>Test drive the vehicle.<br>Visit the dealership.<br>Research online. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your occupation.** | Other. |
| **Please indicate your ethnicity** | Other (please specify). Asian |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Please tell us about the vehicle you replaced (if applicable)** | Replaced Vehicle: Purchased New.<br>2010.<br>Saturn.<br>VUE. |
| **Which of the following best describes the area you live in?** | Urban. |
| **What price did you pay for your vehicle?** | 56000 |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **Primary vehicle you were considering:** | 2014.<br>BMW.<br>X5.<br>Primary Considered Vehicle: Used. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Trade-in allowance** | 4. |
| **Vehicle availability** | 5. |
| **Dealership treatment** | 5. |
| **Vehicle styling** | 5. |
| **Please indicate your highest education level** | Graduate degree. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Primary vehicle in your household:** | Saturn.<br>VUE.<br>2004. |

| About You | |
|---|---|
| | Primary Household Vehicle: Purchased Used. |
| **How may children 17 or under live in your household?** | 0. |
| **Financing options** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **Convenience of dealership location** | 3. |
| **Vehicle quality** | 5. |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **Vehicle fuel economy** | 4. |
| **Price** | 5. |
| **Ability to test drive** | 5. |
| **Vehicle performance** | 5. |
| **What is your primary language?** | Other (please specify). Telugu |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Memory Seat controls are difficult to understand/use; in a poor location.<br>Recliner adjustment controls are difficult to understand/use. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Seats.<br>Entertainment/Navigation System/Connectivity.<br>Features/Controls/Displays.<br>Other. |

| Navigation system freezes-up/will not work | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Other | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Within the 1st month after delivery. |
| **How often does this trouble occur?** | Trouble occurs intermittently. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Smartphone Application covers the necessary features** | 2 (disagree). |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Did you review the Owner's Information DVD?** | No. |
| **Did you review the Printed User Guide?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | No, appointment currently scheduled. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Clarity of sound** | 4. |
| **Appearance of exterior paint** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Interior noise level while driving** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **What are your favorite parts of your new vehicle?** | modes in driving. |
| **Support for popular music/video formats** | 3. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 3. |
| **Fuel economy and driving range** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Navigation system route accuracy** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Engine exhaust sound** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Steering wheel adjustment** | 5. |
| **Integration with media players** | 3. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Engine sound** | 4. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Location and usefulness of interior lighting** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Integration with phones** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Brake responsiveness/effort** | 5. |

| Media | |
|---|---|
| **Media** | CD. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Controls are difficult to understand. |

| Recliner adjustment controls are difficult to understand/use | |
|---|---|
| **Please indicate which seat's controls are difficult to understand/use (check all that apply):** | Driver's seat. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Entertainment/Navigation System/Connectivity>Navigation System> | |
|---|---|
| **Navigation System** | Navigation system freezes-up/will not work. |

| Touchscreen Controls | |
|---|---|
| **Touchscreen Controls** | Touchscreen Controls/Menu: Front Screen Display: Other Concerns.<br>Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location. |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Touchscreen Controls/Menu: Front Screen Display: Other Concerns | |
|---|---|
| **Additional Comments:** | I don't see an option to turn on lights when i open the doors. |
| **Please describe the other trouble you experienced:** | Screen freezes intermittently |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Entertainment/Navigation System/Connectivity | |
|---|---|
| **Please choose your cell phone carrier** | AT&T Mobile. |
| **Please choose your cell phone brand** | Samsung. |

| CD | |
|---|---|
| **CD** | CD player disc loading trouble. |

| Displays and Instruments | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

| Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location | |
|---|---|
| **Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):** | Controls are not sensitive enough. They froze when i put a CD. |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. My screen freezes when a CD is put in. Also the screen didn't respond. so i had to restart. If my screen doesn't respond to my touch activities.<br>Poor location. While driving if have to choose any thing its some time hard to reach. I would also prefer and mouse kind of activity to choose stuff. I would prefer HUD to that it is easy for navigation |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Search Engine. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Door locks/key fob entry system. |

| CD player disc loading trouble | |
|---|---|
| **How often does this trouble occur?** | Trouble occurs regularly. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJM9EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 07/01/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EXF | 3.0L V6 TURBO DIESEL ENGINE | | | ***Serial#*** | C065419041 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M123434065 | |
| ***Color*** | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 294678616 | ***Report Version*** | 1 | ***Open Date*** | 06/11/2015 |
| ***Close Date*** | 06/11/2015 | ***Narrative Date*** | 06/12/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Overview

| | |
|---|---|
| **DVD format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information on the DVD is easy to find and access** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the DVD** | 3 (neither satisfied nor dissatisfied). |
| **Please explain further about your choice to recommend your vehicle:** | This is a great vehicle that needs minor adjustments: 1. The outside mirrors should turn inside if the vehicle is locked and the engine turned off (i.e. park). 2. The UConnect system should be explained in detail. What are the components, what am I paying for. 3. Map/System updates should come over the 'wireless' connection rather than having to have a computer. 4. Maps should be current as I am paying for them. Who needs old maps? 5. The Mopar site is confusing and should be better integrated with UConnect. 6. The dealer should have a proper turn-over, not just like - here is the car as it is late and we are about to close. 7. Your oil change package needs to be upgraded. If I purchase five oil changes, I expect to use them every 10,000 miles regardless of time (currently they have to be used within two years?) - this is not explained either at the dealership. 8. You should have sales people that know the cars they are selling. This is true throughout the dealerships I went to. I knew more about the car than they did. |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | No, coordinating with next maintenance visit (such as oil change). |
| **Would you recommend this vehicle to family or friends?** | Yes. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Integration with media players** | 4. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Interior comfort, design and appearance of interior (overall impression)** | |
| **Seat adjustment and comfort** | 4. |
| **Steering wheel adjustment** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Support for popular music/video formats** | 3. |
| **Ease of getting into and out of vehicle** | 3. |
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Ride quality** | 4. |
| **Clarity of sound** | 5. |
| **What are your favorite parts of your new vehicle?** | diesel |
| **Navigation system route accuracy** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 3. |
| **Appearance of exterior paint** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Engine sound** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **How do you feel about the durability of your new vehicle?** | 4. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Fuel economy and driving range** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **Integration with phones** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Is there anything about your new vehicle you would like to see changed?** | yes. |
| **How was your purchasing experience (the dealer/dealership)?** | 1. |
| **Ease of using system displays while driving** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Interior noise level while driving** | 4. |
| **Brake responsiveness/effort** | 4. |
| **What is your attitude overall towards your new car?** | 4. |

| Registration is difficult to understand/use | |
|---|---|
| **Additional Comments:** | The slaes people at teh dealership never knew what kind of car they had. I knew more than the sales guy. Registration of system a nightmare. Also, still do not know what is what, uconnect, navigation, sirius - do i have to pay for all? Maps I have to buy instead of being updated automatically? Who do I call? |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. NO real help from dealer. You should have a session to explain everything - including registration |
| **Plese indicate which registration method you attempted (check all that apply):** | Website registration. to complicated<br>In vehicle registration. Did not work<br>Phone registration. that worked |
| **Did you receive the registration email?** | Yes. |
| **Please describe the trouble you experienced (check all that apply):** | Directions were unclear. Nobody knew anything in the dealership |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | UConnect, outside mirrors, sales people |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

## About You

| | |
|---|---|
| **Vehicle performance** | 2. |
| **Primary vehicle you were considering:** | 2014. |
| | Primary Considered Vehicle: New. |
| | Audi. |
| | Q5. |
| **Dealership treatment** | 3. |
| **Please tell us about the vehicle you replaced (if applicable)** | Ford. |
| | Explorer. |
| | Replaced Vehicle: Purchased New. |
| | 2000. |
| **Please indicate your gender** | Male. |
| **When considering this vehicle** | Visit the dealership. |
| | Interact with dealership by phone. |
| | Research online. |
| | Interact with dealership by email. |
| | Test drive the vehicle. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | availability |
| **Vehicle fuel economy** | 1. |
| **Secondary vehicle you were considering:** | 2009. |
| | Secondary Considered Vehicle: New. |
| | Volkswagen. |
| | Touareg 2. |
| **Price** | 3. |
| **Financing options** | 4. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Automotive magazines. |
| | J D Power reports. |
| | Price/Purchase Terms/Financing. |
| | Vehicle test drive. |
| | Edmunds. |
| | Features/Capabilities. |
| | Dealer/Salesperson interaction. |
| | Internet research. |
| | Manufacturer?s website. |
| | NHTSA or IIHS safety ratings. |
| | Previous experience with the vehicle/brand. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Trade-in allowance** | 1. |
| **Ability to test drive** | 2. |
| **Vehicle quality** | 2. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 25-26 mpg. |
| **Convenience of dealership location** | 3. |
| **Vehicle availability** | 4. |
| **Vehicle styling** | 2. |
| **Please indicate your highest education level** | 4 year college degree. |
| **What is your primary language?** | English. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |

## Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

## Displays and Instruments

| | |
|---|---|
| **Displays and Instruments** | Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location. |

## External side view mirrors work properly, but are difficult to understand/use; in a poor location

| | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to understand. You should have the ability to pull the mirrors in when the engine is shut down (look at Europe) Software change can do that. |

| External side view mirrors work properly, but are difficult to understand/use; in a poor location | |
|---|---|
| **Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):** | Operation of key fob is confusing/doesn't make sense. You should have the ability to pull the mirrors in when the engine is shut down (look at Europe) Software change can do that.<br>Other (please describe). Heated mirror - why only in sub zero temps? What about wet conditions? |

| Uconnect store works but is difficult to understand/use | |
|---|---|
| **Please describe the trouble you experienced (check all that apply):** | Purchasing process was confusing. Navigation not part of it? Do I have to purchase new maps? |
| **Additional Comments:** | What is what in UConnect? |
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. |

| Registration | |
|---|---|
| **Registration** | Registration is difficult to understand/use. |

| Uconnect Access | |
|---|---|
| **Uconnect Access** | Uconnect Store.<br>Registration. |

| Detail on High Rated Items | |
|---|---|
| **You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.** | Diesel |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | Headlights move |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | Get better sales people. Knowledge, engagement, customer service |
| **What has Chrysler done right?** | Got a good vehicle that could be great |

| Features and Controls | |
|---|---|
| **Features and Controls** | Rear view mirrors (interior/exterior).<br>Alarm/anti-theft system. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Vehicle Exterior.<br>Features/Controls/Displays.<br>Entertainment/Navigation System/Connectivity. |

| Detail on Low Rated Items | |
|---|---|
| **You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.** | Bait and switch, saying on thing doing something else, arrogant sales people that do not know their cars. |

| Rear view mirrors (interior/exterior) | |
|---|---|
| **Rear view mirrors (interior/exterior)** | External side view mirrors work properly, but are difficult to understand/use; in a poor location. |

| Collision Avoidance/Alert System works properly, but is difficult to understand/use; controls are in a poor location | |
|---|---|
| **Please indicate the trouble you experienced with the Collision Avoidance/Alert System (check all that apply):** | Other (please describe). system will die on you sometimes without any reason. |

| Uconnect Store | |
|---|---|
| **Uconnect Store** | Uconnect store works but is difficult to understand/use. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFDJ1FC7[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJX74 | JEEP GRAND CHEROKEE SRT 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/03/2015 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ESG | 6.4L V8 SRT HEMI MDS ENGINE | | | ***Serial#*** | 6021511416 | |
| ***Transmission*** | DFK | 8-SPD AUTO 8HP70 TRANS (BUY-US) | | | ***Serial#*** | N026563488 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 294678981 | ***Report Version*** | 1 | ***Open Date*** | 06/11/2015 |
| ***Close Date*** | 06/11/2015 | ***Narrative Date*** | 06/12/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### About You

| | |
|---|---|
| **What year were you born?** | [redacted] |
| **Convenience of dealership location** | 1. |
| **Financing options** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2012.<br>GMC.<br>Replaced Vehicle: Purchased New.<br>Yukon Denali. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Vehicle availability** | 5. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Automotive magazines.<br>Recommendations from friends or family. |
| **Primary vehicle you were considering:** | Cayenne.<br>Porsche.<br>Primary Considered Vehicle: New.<br>2014. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate the primary driver's age.** | [redacted] |
| **Secondary vehicle you were considering:** | Audi.<br>A7.<br>2014. |
| **Please indicate your ethnicity** | [redacted] |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted] |
| **Price** | 1. |
| **Ability to test drive** | 1. |
| **Vehicle quality** | 1. |
| **Vehicle fuel economy** | 1. |
| **Please indicate your occupation.** | Professional Specialty. |
| **When considering this vehicle** | Visit the dealership.<br>Interact with dealership by phone.<br>Test drive the vehicle.<br>Interact with dealership by email.<br>Research online. |
| **Vehicle performance** | 1. |
| **Please indicate your occupation status.** | Employed. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **What price did you pay for your vehicle?** | 65000 |
| **Trade-in allowance** | 1. |
| **Dealership treatment** | 1. |
| **Vehicle styling** | 1. |
| **How may children 17 or under live in your household?** | 1-2. |
| **What is your primary language?** | English. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |

| Other | |
|---|---|
| **Please describe the other trouble you experienced:** | Horn did not work, rough shifting, collision avoidance system triggered by bumps or vibrations, check engine light after 50 miles (knock engine sensor) |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |

| Overview | |
|---|---|
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | Worry more about the quality of the vehicles and less about the user guides |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Did you review the Owner's Information DVD?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Did you review the Printed User Guide?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Please explain further about your choice to recommend your vehicle:** | Vehicle quality is poor, service departments lack experience with SRT model. No one takes ownership. Dealer says waiting on Chrysler for help. SRT customer service says waiting on dealer. first and last Chrysler vehicle I will own. |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **Would you recommend this vehicle to family or friends?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to a different dealer.<br>Took to the dealer I purchased my vehicle from. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very dissatisfied. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **What is your attitude overall towards your new car?** | 1. |
| **How do you feel about the durability of your new vehicle?** | 2. |
| **Navigation system route accuracy** | 3. |
| **Engine exhaust sound** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Support for popular music/video formats** | 3. |
| **Fuel economy and driving range** | 3. |
| **Integration with media players** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 1. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Interior noise level while driving** | 3. |
| **Clarity of sound** | 4. |
| **Ride quality** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Appearance of exterior paint** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 1. |
| **Climate control operation (function and ease of use)** | 5. |

| Transmission makes abnormal/excessive noises | |
|---|---|
| **Please indicate driving condition when noise occurs (check all that apply):** | City driving/stop-and-go traffic.<br>Braking.<br>Deceleration.<br>Normal acceleration. |
| **Noise sounds like (Check all that apply):** | Knocking. Makes noise when decelerating and or accelerating |
| **Please describe conditions when this trouble occurs:** | Any time I drive it |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **To the best of your recollection, the trouble was first noticed:** | At delivery. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Other.<br>Transmission and Drivetrain. |

| Contact Me | |
|---|---|
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 8[redacted] Best path to getting my vehicle fixed so I can actually drive it. It's spent more time at the dealer that with me. Any time between 9-5 EST |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Interior Trim of vehicle. Exterior look of car |
| **Feedback/Concerns:** | Better quality control. Train andor educate dealer networks on servicing the vehicles you sell. Have had four different techs work on my vehicle for the same issue, none have them have worked on an SRT before. |

| Transmission Noises | |
|---|---|
| **Transmission Noises** | Transmission makes abnormal/excessive noises. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT1EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 07/29/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6186310581 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M200396122 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 295789661 | ***Report Version*** | 2 | ***Open Date*** | 06/23/2015 |
| ***Close Date*** | 06/24/2015 | ***Narrative Date*** | 06/26/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Detail on High Rated Items

| | |
|---|---|
| **You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.** | Automatic climate control. |
| **You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.** | Great headlights. Like how they turn with the wheel and self level. |
| **You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.** | Great head room. |
| **You rated ride quality High. Use this space to provide any specific comments you would like to share.** | Like an import sedan. |
| **You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.** | My summit lowers itself when I put it in park. |
| **You rated seat adjustment and comfort High. Use this space to provide any specific comments you would like to share.** | Nice memory seats. |
| **You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.** | No issues. |
| **You rated your feelings about the durability of your new vehicle High. Use this space to provide any specific comments you would like to share.** | Seems solid. |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | The grand Cherokee looks like it's moving quickly with its swept design. |
| **You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.** | Very quiet. |
| **You rated steering wheel adjustment High. Use this space to provide any specific comments you would like to share.** | Easy to adjust. Memory function. |
| **You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.** | I have the Summit and I love the rims. Stylish and aggressive at the same time. |
| **You rated your attitude about the brand of your new car High. Use this space to provide any specific comments you would like to share.** | I like the brand. |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Integration through the touch screen. |
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.** | Intuitive. |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | Nice use of the front air dam for the forward facing sensor. |
| **You rated difficult driving conditions (adverse weather, off-road) High. Use this space to provide any specific comments you would like to share.** | No issues. |
| **You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.** | Great head lights. |
| **You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.** | I love the vehicle. |
| **You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.** | Never wanting for power. |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | The exterior has a balance of modern, aggressive, and classic jeep lines.<br><br>The pearl black paint is beautiful. No orange peel that I've seen. |

## Detail on High Rated Items

| | |
|---|---|
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | |

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | Better iPhone compatibility |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Navigation system route accuracy** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **How do you feel about the VALUE of your new car? (i.e.** | 4. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **What are your favorite parts of your new vehicle?** | Engine/transmission integration |
| **Integration with phones** | 3. |
| **Vehicle storage and space usage** | 3. |
| **Engine sound** | 3. |
| **Clarity of sound** | 4. |
| **Integration with media players** | 4. |
| **Support for popular music/video formats** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Fuel economy and driving range** | 4. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Engine exhaust sound** | 3. |
| **Brake responsiveness/effort** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **What is your attitude overall towards your new car?** | 5. |

## What Can We Do Better?

| | |
|---|---|
| **What has Chrysler done right?** | The interior is well appointed. |
| **Feedback/Concerns:** | Better compatibility with iPhone. |

## Overview

| | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | Very happy with the vehicle. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. Big O Dodge |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |

| Overview | |
|---|---|
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Would you recommend this vehicle to family or friends?** | Yes. |

| About You | |
|---|---|
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Please indicate the primary driver's age.** | [redacted]. |
| **Secondary vehicle in your household:** | Accord Sedan.<br>Secondary Household Vehicle: Purchased Used.<br>2008.<br>Honda. |
| **Please indicate your occupation status.** | Employed. |
| **Primary vehicle in your household:** | Jeep.<br>2014.<br>Grand Cherokee.<br>Primary Household Vehicle: Purchased New. |
| **Please indicate your gender** | [redacted] |
| **What is your primary language?** | English. |
| **Please indicate your occupation.** | Technical Specialty. |
| **What is your current marital status?** | [redacted] |
| **What year were you born?** | [redacted] |
| **What is your total household income (before taxes)?** | $150,000 - $199,999. |
| **Please indicate your ethnicity** | [redacted]. |
| **Please indicate your highest education level** | Graduate degree. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Which of the following best describes the area you live in?** | Suburban. |

| Forward/backward adjustment is broken/not working | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Seat with trouble has:** | Power adjustment controls. |
| **Additional Comments:** | Same issue as before. Corrected by dealer. |
| **Please indicate which seat has trouble (check all that apply):** | Front passenger seat. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |
| **To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.** | 3[redacted] |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Engine sound, please give me a more aggressive tone. |

| Seat Squeak/Rattle | |
|---|---|
| **Please indicate which seat has a squeak/rattle (check all that apply):** | Front passenger seat. Frame unit which mounts seat to vehicle broke. Repair covered by warranty. Has not reoccurred. |
| **Trouble occurs under these surface conditions (check all that apply):** | Other (please describe). All/any |
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **Seat Squeak/Rattle** | Seat Squeak/Rattle. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Seats. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 20,000-29,999. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |

| Adjustments and Controls | |
|---|---|
| **Adjustments and Controls** | Forward/backward adjustment is broken/not working. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG4FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 07/21/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6182410502 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K195463527 | |
| ***Color*** | PRP | DEEP CHERRY RED CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 295789658 | ***Report Version*** | 2 | ***Open Date*** | 06/24/2015 |
| ***Close Date*** | 06/24/2015 | ***Narrative Date*** | 06/26/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Head/leg/foot room** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |
| **What are your favorite parts of your new vehicle?** | handling |
| **How was your purchasing experience (the dealer/dealership)?** | 2. |
| **Ease of using system displays while driving** | 3. |
| **Seat adjustment and comfort** | 3. |
| **Ride quality** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Climate control operation (function and ease of use)** | 3. |
| **Brake responsiveness/effort** | 3. |
| **Clarity of sound** | 4. |
| **Engine sound** | 4. |
| **Fuel economy and driving range** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Ease of getting into and out of vehicle** | 3. |
| **Interior noise level while driving** | 3. |
| **How do you feel about the durability of your new vehicle?** | 3. |
| **Navigation system route accuracy** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Steering wheel adjustment** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | gear shift |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 1. |
| **How do you feel about the VALUE of your new car? (i.e.** | 2. |
| **Integration with media players** | 3. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **What is your attitude overall towards your new car?** | 4. |
| **Appearance of exterior paint** | 5. |

### About You

| About You | |
|---|---|
| **Vehicle quality** | 5. |
| **Please indicate the primary driver's age.** | [redacted]. |
| **Please indicate your ethnicity** | [redacted] |
| **Did you purchase or lease your vehicle?** | Lease. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Vehicle styling** | 4. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 21-22 mpg. |
| **Price** | 3. |
| **Ability to test drive** | 3. |
| **Convenience of dealership location** | 5. |
| **Vehicle fuel economy** | 4. |
| **Vehicle performance** | 5. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | [redacted]. |
| **Please indicate your occupation status.** | [redacted] |
| **Please indicate your highest education level** | Trade / technical school. |
| **Financing options** | 1. |
| **Vehicle availability** | 2. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2013.<br>Lincoln.<br>MKX.<br>Replaced Vehicle: Purchased New. |
| **Dealership treatment** | 5. |
| **What is your primary language?** | English. |

| Cruise control system | |
|---|---|
| **Cruise control system** | Cruise control system works properly, but difficult to understand/use; controls in a poor location. |

| Cruise control system works properly, but difficult to understand/use; controls in a poor location | |
|---|---|
| **Please indicate which of the following best describes your concern (check all that apply):** | Difficult to use. need to turn on every use<br>Poor location. take a lesson from gm |
| **Additional Comments:** | difficult to locate by feel |

| Overview | |
|---|---|
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information in the Printed User Guide is easy to find and access** | 3 (neither agree nor disagree). |
| **The Smartphone Application format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (neither satisfied nor dissatisfied). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 3 (neither satisfied nor dissatisfied). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Consumer Reports ratings. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Other (please explain further, if applicable). no need |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Printed User Guide covers the necessary features** | 3 (neither agree nor disagree). |
| **DVD format is easy to understand and use** | 3 (neither agree nor disagree). |
| **Information on the DVD is easy to find and access** | 3 (neither agree nor disagree). |
| **Information in the Smartphone Application is easy to find and access** | 3 (neither agree nor disagree). |
| **Please rate your overall level of satisfaction with the DVD** | 3 (neither satisfied nor dissatisfied). |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Smartphone Application covers the necessary features** | 3 (neither agree nor disagree). |

| Overview | |
|---|---|
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by e-mail only. |

| What Can We Do Better? | |
|---|---|
| **Feedback/Concerns:** | fix auto gear shift that can be bumped out of drive at 70 miles per hour and the only way to move it back is to depress the brake and then move hardly something someone driving behind you wants to see. |

| Detail on Low Rated Items | |
|---|---|
| **You rated operating controls while driving (gear selector, turn signals, horn, etc.) Low. Use this space to provide any specific comments you would like to share.** | I already left comment |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 7,000-9,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Features and Controls | |
|---|---|
| **Features and Controls** | Cruise control system. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Features/Controls/Displays. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFJT1FC[redacted] | ***Model Year*** | 2015 | ***Body*** | WKJT74 | JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY | |
| ***Built Date*** | 09/15/2014 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | EZH | 5.7L V8 HEMI MDS VVT ENGINE | | | ***Serial#*** | 6226411163 | |
| ***Transmission*** | DFD | 8-SPD AUTO 8HP70 TRANS (BUY) | | | ***Serial#*** | M217466528 | |
| ***Color*** | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 296401080 | ***Report Version*** | 1 | ***Open Date*** | 07/01/2015 |
| ***Close Date*** | 07/01/2015 | ***Narrative Date*** | 07/02/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Overview

| | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | Full-featured vehicle. |
| **Was there information needed that was not included in the User Guide?** | N/A |
| **Please provide feedback on how Chrysler can improve the DVD** | N/A |
| **Which feature or section of the Printed User Guide did you find least helpful and why?** | N/A |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). None |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Which feature or section of the Printed User Guide did you find most helpful and why?** | N/A |
| **Please provide feedback on how Chrysler can improve the Smartphone Application** | N/A |
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | N/A |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **DVD format is easy to understand and use** | 5 (strongly agree). |
| **Information on the DVD is easy to find and access** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **If our team has any additional questions about your responses, would you accept further contact?** | No. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?** | Yes. |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | Yes. |
| **Was there information needed that was not included in the DVD?** | N/A |
| **Which feature or section of the Owner's Information DVD did you find least helpful and why?** | N/A |
| **What information did you need that was not included in the Smartphone Application?** | N/A |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | N/A |
| **Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?** | Yes. |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the DVD** | 5 (very satisfied). |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Which feature or section of the Owner's Information DVD did you find most helpful and why?** | Liked all the interactive features as well as the videos. |

| Overview | |
|---|---|
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | N/A |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |

| Detail on High Rated Items | |
|---|---|
| **You rated clarity of sound High. Use this space to provide any specific comments you would like to share.** | N/A |
| **You rated support for popular music/video formats High. Use this space to provide any specific comments you would like to share.** | N/A |
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.** | Driver's side support beam and side mirror reduce left turn visibility and make left turns difficult to see and judge. |
| **You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.** | N/A |
| **You rated integration with phones High. Use this space to provide any specific comments you would like to share.** | N/A |
| **You rated integration with media players High. Use this space to provide any specific comments you would like to share.** | N/A |
| **You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.** | N/A |
| **You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.** | N/A |
| **You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.** | N/A |
| **You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.** | N/A |
| **You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.** | N/A |
| **You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.** | N/A |
| **You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.** | N/A |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | Trailer receiver cover very flimsy. Broke one of the holding tabs within weeks of purchase. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **How was your purchasing experience (the dealer/dealership)?** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Integration with phones** | 5. |
| **Navigation system route accuracy** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Fuel economy and driving range** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **What are your favorite parts of your new vehicle?** | Engine, transmission, comfortable interior |
| **Clarity of sound** | 5. |
| **Integration with media players** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Brake responsiveness/effort** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |
| **How do you feel about the VALUE of your new car? (i.e.** | 5. |
| **Ease of using system displays while driving** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Steering wheel adjustment** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |

| About You | |
|---|---|
| **How may children 17 or under live in your household?** | 0. |
| **Please tell us about the vehicle you replaced (if applicable)** | 2007.<br>Jeep.<br>Liberty.<br>Replaced Vehicle: Purchased New. |
| **Secondary vehicle you were considering:** | 2014.<br>Acura.<br>MDX.<br>Secondary Considered Vehicle: New. |
| **Primary vehicle in your household:** | 2014.<br>Primary Household Vehicle: Purchased New.<br>Grand Cherokee.<br>Jeep. |
| **Vehicle fuel economy** | 3. |
| **Convenience of dealership location** | 5. |
| **What is your current marital status?** | [redacted] |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Vehicle test drive.<br>Features/Capabilities.<br>Dealer/Salesperson interaction.<br>Internet research.<br>Previous experience with the vehicle/brand.<br>Value for the money. |
| **Price** | 5. |
| **Ability to test drive** | 5. |
| **Vehicle quality** | 5. |
| **Primary vehicle you were considering:** | Acura.<br>MDX.<br>Primary Considered Vehicle: New.<br>2014. |
| **Please indicate your ethnicity** | [redacted] |
| **Secondary vehicle in your household:** | LaCrosse.<br>Buick.<br>Secondary Household Vehicle: Purchased New.<br>2011. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 13-15 mpg. |
| **Vehicle performance** | 5. |

| About You | |
|---|---|
| **Please indicate your occupation status.** | [redacted] |
| **Trade-in allowance** | 5. |
| **Dealership treatment** | 5. |
| **Vehicle styling** | 5. |
| **Please indicate the primary driver's age.** | [redacted] |
| **What is your primary language?** | English. |
| **When considering this vehicle** | Interact with dealership by email. |
| **Please indicate your gender** | [redacted]e. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What price did you pay for your vehicle?** | $55,000 + warranties |
| **Financing options** | 3. |
| **Please indicate your highest education level** | 4 year college degree. |
| **Vehicle availability** | 5. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Great vehicle. |
| **Feedback/Concerns:** | N/A |

| Front headlights/parking lights/fog lights/turn signal lights inoperative | |
|---|---|
| **Please indicate which front lights were inoperative (check all that apply):** | Driver's side headlight. Daytime Running Light bulb inoperative |
| **To the best of your recollection, the trouble was first noticed:** | More than 3 months after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Please describe conditions when this trouble occurs:** | Inoperative always |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Lights | |
|---|---|
| **Lights** | Front headlights/parking lights/fog lights/turn signal lights inoperative. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Vehicle Exterior. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 5,000-6,999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4RJFCG7EC[redacted] | ***Model Year*** | 2014 | ***Body*** | WKJS74 | JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY | |
| ***Built Date*** | 02/27/2013 | ***Market*** | U | US | ***Plant*** | C | JEFFERSON NORTH ASSEMBLY PLANT |
| ***Engine*** | ERB | 3.6L V6 24V VVT ENGINE | | | ***Serial#*** | 6036310837 | |
| ***Transmission*** | DFL | 8-SPD AUTO 845RE TRANS (MAKE) | | | ***Serial#*** | K056363544 | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 297313591 | ***Report Version*** | 1 | ***Open Date*** | 07/14/2015 |
| ***Close Date*** | 07/14/2015 | ***Narrative Date*** | 07/15/2015 | ***Category*** | | ***Mileage*** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 41622 | | | ***Phone*** | |
| ***Dealer City*** | | ***State*** | | ***ZIP*** | |
| ***Dealer Zone*** | ZZ | | | | |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **How do you feel about the VALUE of your new car? (i.e.** | 3. |
| **Navigation system route accuracy** | 4. |
| **Overall audio, entertainment, and navigation system impression** | 5. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Interior comfort, design and appearance of interior (overall impression)** | 5. |
| **Seat adjustment and comfort** | 5. |
| **Steering wheel adjustment** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine performance during acceleration** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Difficult driving conditions (adverse weather, off-road)** | 5. |
| **Ride quality** | 5. |
| **Engine exhaust sound** | 5. |
| **What is your attitude overall towards the BRAND of your new car?** | 5. |
| **Fuel economy and driving range** | 3. |
| **Integration with phones** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Climate control operation (function and ease of use)** | 5. |
| **Ease of using system displays while driving** | 4. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Location and usefulness of interior lighting** | 5. |
| **Brake responsiveness/effort** | 5. |
| **What is your attitude overall towards your new car?** | 5. |
| **Integration with media players** | 4. |
| **Clarity of sound** | 5. |
| **Appearance of exterior paint** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Ease of getting into and out of vehicle** | 5. |
| **Interior noise level while driving** | 5. |
| **Engine sound** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **How do you feel about the durability of your new vehicle?** | 5. |

### About You

| | |
|---|---|
| **Please indicate the primary driver's age.** | [redacted]. |
| **What is your current marital status?** | [redacted] |
| **Please indicate your highest education level** | PhD. |
| **Please indicate your occupation status.** | [redacted]. |

| About You | |
|---|---|
| **P ease indicate your ethnicity** | [redacted]n |
| **P mary vehicle in your household:** | GMC.<br>2500 Pickups.<br>Primary Household Vehicle: Purchased New. |
| **Please indicate your occupation.** | Owner / Proprietor. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What is your primary language?** | English. |
| **What is your total household income (before taxes)?** | More than $200,000. |
| **How may children 17 or under live in your household?** | 0. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Please indicate your gender** | Male. |
| **Which of the following best describes the area you live in?** | Rural. |

| Fuel consumption is worse than expected | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | 9-12 months into ownership. |
| **Approximate mileage when trouble was first noticed was:** | Less than 10,000. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **What type of fuel do you most often put into your vehicle?** | Regular gasoline. |
| **Please describe conditions when this trouble occurs:** | Driving |
| **Where do you do most of your driving?** | Combination of city/highway driving. |
| **Is your fuel consumption expectation based on the EPA estimates for your Vehicle?** | No. |
| **Are you using your vehicle for towing when the problem occurs?** | No. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Engine. |

| Overview | |
|---|---|
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?** | No, the issue is related to the design of the vehicle. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 20,000-29,999. |

| Engine Fuel Consumption | |
|---|---|
| **Engine Fuel consumption** | Fuel consumption is worse than expected. |

| Detail on Low Rated Items | |
|---|---|
| **We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.** | Better fuel economy should be a priority |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |